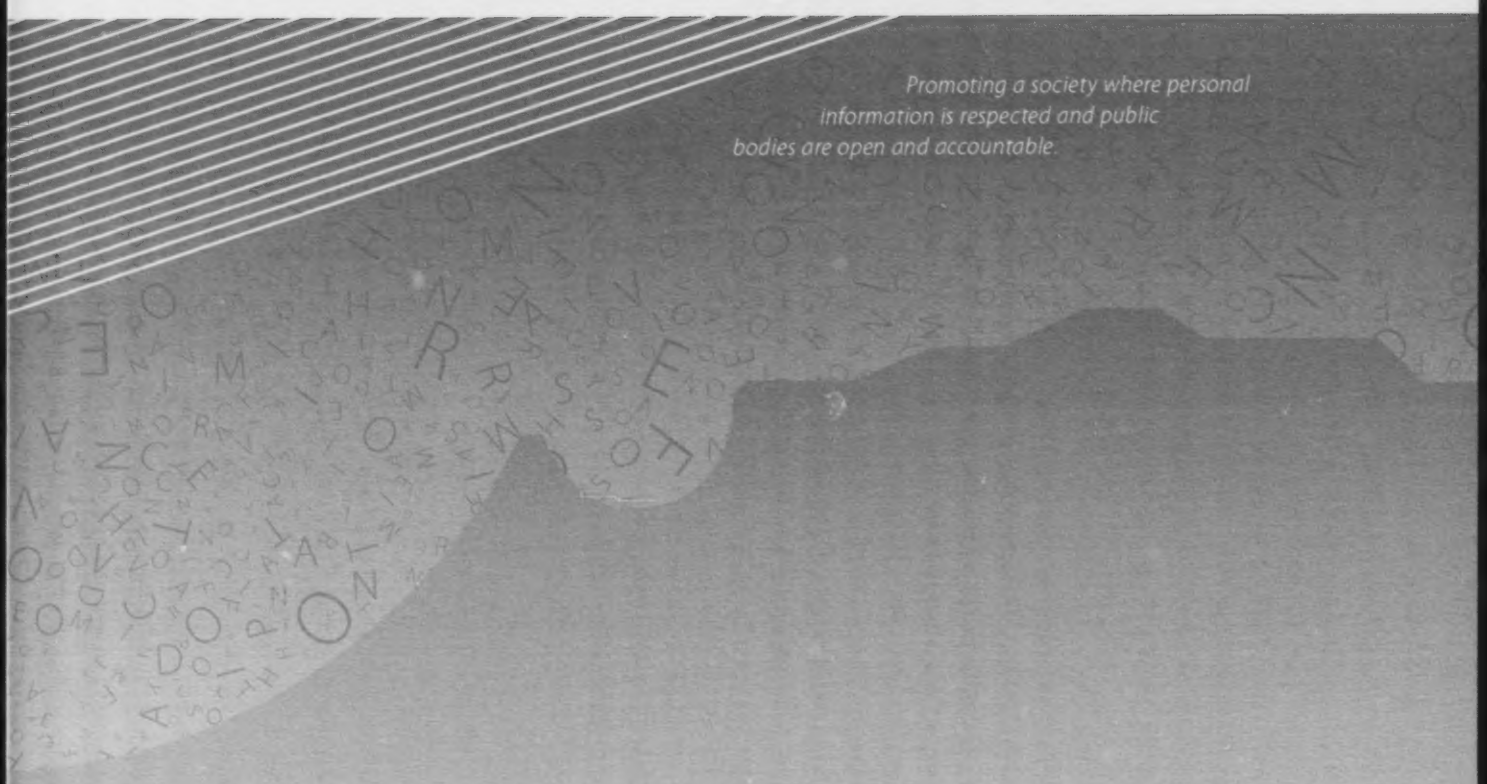
2009-10 Office of the Information and Privacy Commissioner of Alberta Annual Report

Promoting a society where personal information is respected and public bodies are open and accountable.



Office of the Information and Privacy Commissioner

Office of the Information and Privacy Commissioner

Office of the Information and Privacy Commissioner of Alberta
410, 9925 - 109 Street
Edmonton, AB T5K 2J8

Phone: 780.422.6860
Fax: 780.422.5682
Email: generalinfo@oipc.ab.ca

www.oipc.ab.ca

December 2010

CONTENTS

2 **Message from the Commissioner**

4 **Organizational Structure 2009-10**

5 **The Process: Request For Review/Complaint**

6 **Office of the Information and Privacy Commissioner**

- 6 2009-10 Overview
- 6 Breakdown of Cases Opened in 2009-10 by Legislation
- 6 Breakdown of Cases Closed in 2009-10 by Legislation
- 6 Breakdown on Non-case Related Calls, Emails and Written Enquiries
- 7 Financial Overview

8 **The *Freedom of Information and Protection of Privacy Act (FOIP Act)***

- 8 Rights under the *FOIP Act*
- 8 *FOIP* in 2009-10
- 9 Right to Know 2009
- 9 Access Requests to the OIPC

10 ***Health Information Act (HIA)***

- 10 Bill 52
- 10 Privacy Impact Assessments
- 11 Physician Office System Program
- 11 Investigation Reports

13 ***Personal Information Protection Act (PIPA)***

- 13 Investigation Reports
- 14 Other Activities

16 **Orders**

21 **Judicial Reviews and other Court Decisions**

27 **Statistical Information**

- 27 **Table 1:** Cases Opened 2009-10 Fiscal Year *FOIP, HIA,* and *PIPA*
- 28 **Table 2:** Cases Closed 2009-10 Fiscal Year *FOIP, HIA,* and *PIPA*
- 29 **Graph 1:** Total Number of Cases Opened – A Two Year Comparison
- 30 **Graph 2:** Total Number of Cases Closed – A Two Year Comparison
- 31 **Table 3:** Cases Opened by Public Bodies Subject to the Legislation, and Commissioner on Own Motion
- 32 **Table 4:** Percentage of Cases Closed by Resolution Method
- 33 **Graph 3:** Percentage of Cases Closed by Resolution Method
- 33 **Graph 4:** *FOIP, HIA,* and *PIPA* Non-case Related Calls, Emails, and Written Enquiries

35 **Financial Statements**

48 **Appendices**

- 48 Appendix A: Cases Opened 2009-10 Fiscal Year by Public Body, Custodian and Organization Type
- 50 Appendix B: Cases Closed 2009-10 Fiscal Year by Public Body, Custodian and Organization Type
- 52 Appendix C: Orders and Public Investigation Reports Issued
- 54 Appendix D: Accepted Privacy Impact Assessments by Public Body and Custodian Type: 2009-10

MESSAGE FROM THE COMMISSIONER

Accountability and transparency are the mantras for our times. Add evidence based decision – making and you have the basis for just about every election speech given in the past decade. And yet, I feel we are confronted by a disconnect.

People who want our votes, particularly at the provincial and federal levels, espouse accountability and transparency. The first of Premier Stelmach's five priorities when he ran for election in 2006 was to govern with integrity and transparency.

I want to accentuate the positive. There is a reasonably good degree of transparency, let's call it accessibility, in Alberta. For the Government of Alberta, I would give it, overall, a B minus, if I had to assign a grade. We have the degree of accessibility we enjoy because of a group of well-trained, dedicated people who apply the *Freedom of Information and Protection of Privacy Act (FOIP)*. These are of course the *FOIP* Coordinators. I know a lot of them and I know there is a strong commitment to open government. My Office watches what goes on and even if we didn't, we would see the results of poor performance in the kind of requests for review my office receives. We get very few deemed refusals for lapse of time, for example. Having said that, I note that, where we do get deemed refusals and where we do get more requests for extension, are in cases of requests by the media. This should not happen. There should be no discrimination with respect to access requests by the media.

I know it is not possible that all information goes out all the time. It is to be expected that there will be differences in interpreting the provisions of the Act and these, legitimately, will require mediation, sometimes inquiry and only very rarely, judicial review.

I believe that it is also true in the case of municipalities, universities, schools and police that the level of compliance with *FOIP* is solid. Again, I attribute this to a large extent to the professionals who deal with the requests and advise the heads of the public bodies on how the request should be dealt with.

But a law is only a law and when it comes to obeying it you can do what is minimally necessary or you can embrace the spirit of the law. I cannot let this occasion pass without commenting on what I see as a lack of leadership at the provincial level with respect to access to information. Compliance with the law is pretty good. But what I do not see, for the most part, is leadership at the political level in terms of getting information out, being proactive and fostering a culture of openness.

Here's a rhetorical question: has anyone working in the *FOIP* area ever received an explicit instruction from a Minister or a Deputy Minister to the effect that it is departmental policy to get as much information out as possible? You know, explicit instruction that you should err on the side of disclosure? Why does that matter? Because we all tend to try to do the right thing with respect to authorities. We try to discern what is expected of us in a given situation. And we human beings are very good at reading between the lines, so to speak. If we perceive that access to information is frowned upon or that the unwritten rule is to be extra cautious, we will act accordingly.

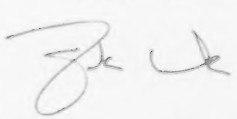
The sign might be as simple as the fact that the Deputy takes a long time to sign off on access requests or routinely questions the *FOIP* coordinator extensively or negatively on almost every access request. Another example: over the years there has been a luke warm response to Right to Know Week. There has never been a proclamation, an announcement or a letter from the Government of Alberta recognizing Right to Know Week.

So what? you may ask, as long as the law is being obeyed. It is a matter of leadership. It is a matter of those who promise transparency delivering on the promise and it is as simple as sending the instruction down the ranks. It is the difference between a culture of secrecy and a culture of openness. If you are going to promise transparency then embrace it. If you are going to promise to obey the law, well, you don't need to promise that; you are supposed to do it.

At the provincial level, don't assume that it is always the Minister who determines whether the culture is one of secrecy or openness. Deputy Ministers are very powerful people and have a lot of say in terms of the culture in the department. A Deputy can effectively thwart a Minister's intent in this regard and I believe that it does happen. On the other hand, I have talked to Deputies, who I believe are genuinely trying to finds ways to put out meaningful and accurate information to Albertans. The Deputy of the Department of Energy comes to mind. I recall a few years ago when the then Deputy Minister of Environment, Ron Hicks, told me that he was going to routinely put all information about contaminated sites available without an access request. He did.

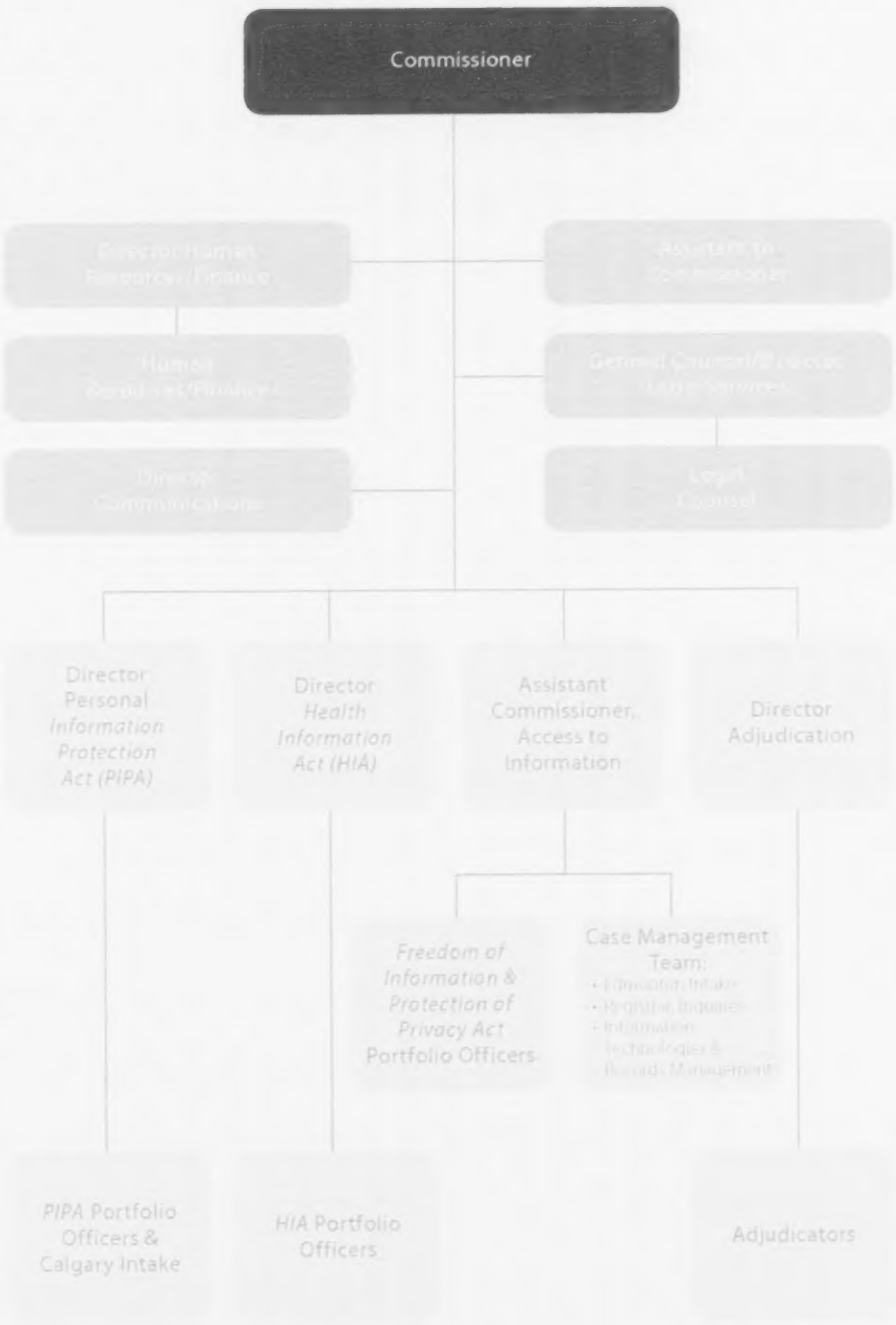
Here are my challenges for the coming year:

- I challenge the heads of all public bodies to give explicit policy direction to staff as to how access requests are to be handled. Again, this is not about making everything available all the time, every time. It is about making as much available as possible. It is about when the judgment call has to be made on "does it stay or does it go," going with it goes.
- I challenge them to make these directives public.
- I challenge all public bodies to find ways, like the Open City initiative, to make information freely and routinely available to the public. Let the public see, let the public judge, let the public find ways to make the information useful and relevant to themselves and others.
- I then challenge them to openly boast specifically about how much information they have made public.
- I challenge the heads of all public bodies to treat all access to information requests in the same way.
- I challenge myself to work as hard as I and my staff can to mediate and adjudicate in a more timely fashion with the resources we have. We have overhauled our adjudication process twice and we scrutinize requests for inquiry carefully to ensure that cases merit the expenditure of time and resources.
- I challenge myself to look for more situations in which the section 32 public interest override might apply.
- There will be a lot of elections in the coming year. I challenge the public to make openness and transparency an election issue for every candidate and then to expect delivery on any promises made.
- I challenge the Premier to appear during the next Right to Know Week and talk specifically about what has been done to further open and transparent government.



Franklin J. Work Q.C.
Information and Privacy Commissioner of Alberta

ORGANIZATIONAL STRUCTURE 2009-10



THE PROCESS:
REQUEST FOR REVIEW/COMPLAINT

Commissioner receives a request for review or complaint.
Commissioner opens case and authorizes an officer to mediate/investigate.
Officer provides parties with findings and recommendations.
Parties accept officer's findings and recommendations.
Officer's findings and recommendations not accepted by one of the parties.
Case resolved and closed.
Applicant/complainant asks to proceed to inquiry.
Commissioner exercises discretion under FOIP/HIA/PIPA to refuse to conduct an inquiry.
Commissioner/adjudicator conducts inquiry.
Commissioner/adjudicator issues order.

OFFICE OF THE INFORMATION AND PRIVACY COMMISSIONER

2009-10 Overview

Total Cases Opened	1,579
Total Cases Closed	1,627
Total Orders Issued	51
Total Non-case Related Calls, Emails and Written Enquiries	4,466

Breakdown of Cases Opened in 2009-10 by Legislation

	FOIP	*HIA*	*PIPA*	Total
Cases Opened	430	859	290	1,579

Comments:

- 54% of cases opened under *FOIP* were related to access to information requests.
- 79% of cases opened under *HIA* were privacy impact assessments from custodians.
- 65% of cases opened under *PIPA* were privacy complaints.
- Members of the public initiated 67% of the *FOIP* cases opened and 90% of the *PIPA* cases opened.
- Health custodians initiated 92% of *HIA* cases opened.

Breakdown of Cases Closed in 2009-10 by Legislation

	FOIP	*HIA*	*PIPA*	Total
Cases Closed	475	885	267	1,627

Comments:

- 541 cases (or 87%) of 620 cases that could proceed to inquiry were resolved in the mediation/investigation process.
- 68% of cases were closed within 180 days upon receipt of the request/complaint by the OIPC.

Breakdown on Non-case Related Calls, Emails and Written Enquiries

	FOIP	*HIA*	*PIPA*	Non-jurisdictional	Total
Non-Case Enquiries	733	757	2,897	79	4,466

Comments:

- Members of the public made 76% of the FOIP non-case calls, 48% of the HIA non-case calls, and 71% of the PIPA non-case calls.

Financial Overview

The Standing Committee on Legislative Offices, Legislative Assembly, approves the budget of the Office of the Information and Privacy Commissioner. The approved budget for 2009-10 was $5,697,000 for operations and $44,000 for equipment purchases.

Operating Expenses	
Voted budget	$ 5,697,000
Actual expenses	5,249,146
Difference	**$ 447,854**

Equipment Purchases	
Voted budget	$ 44,000
Actual expenses	75,689
Difference	**$ (31,689)**

We returned $416,165 (7.2% of our total budget) to the General Revenue Fund of the Province of Alberta for the 2009-10 fiscal year. This unspent funding is due primarily to vacant positions, staff on parental leave, and the suspension of the achievement bonus program.

Variance of this year's total actual operating costs compared to budget

Salaries, wages, and employee benefits make up approximately 78% of our operating expenses. Our expenses were $612,328 below budget due primarily to vacant positions created by staff turnover, parental leaves, and the suspension of the achievement bonus program.

Supplies and services were $84,650 over budget due primarily to legal fees associated with more Judicial Reviews.

Salary savings were offset by a net expense of $79,824 for the provision of vacation pay, amortization, and a recovery from services provided to the Office of the Ethics Commissioner.

Variance of this year's total actual operating costs to last year's

Salaries, wages, and employee benefits decreased from the previous year by $82,909, due primarily to the suspension of the achievement bonus program, offset by negotiated public service salary increases and increased employer contributions.

Supplies and services also decreased from the previous year by $136,278. The decrease is due primarily to reduced travel, fewer computer purchases, and reduced IT maintenance costs. However, this was offset by increased legal fees. This year we had fourteen decisions on Judicial Review and Appeal, compared to the previous year where we had nine decisions.

The net decreased costs of $183,343 from the previous year also include net increased costs of $35,844 for the provision of vacation pay and reduced support services provided to the Office of the Ethics Commissioner, offset by decreased amortization.

Equipment Purchases

We budgeted $44,000 for information technology purchases, but had expenses of $75,689 for a network storage device, records management database and a tape library. This increase was funded by savings in salaries, wages, and employee benefits.

THE *FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT (FOIP ACT)*

The *Freedom of Information and Protection of Privacy Act* (the "*FOIP Act*") applies to "public bodies," which includeprovincial government ministries, boards and commissions; schools; universities and colleges; hospitals and healthcare bodies; and local government bodies such as municipalities and police services.

The puposes of the *FOIP Act* are:

- To allow a person a right of access to any record in the custody or under the control of a public body, subject to limited and specific exceptions.
- To gives individuals, subject to limited and specific exceptions, a right to request access and a right to request corrections to their personal information that is held by a public body.
- To protect privacy by setting out the circumstances under which a public body may collect, use or disclose personal information.
- To provide for independent reviews decisions made by public bodies and the resolution of complaints under the *FOIP Act*.

Rights under the *FOIP Act*

Individuals may ask the Commissioner to:

- review any decision, act or failure to act of the head of a public body that relates to their access request;
- review a public body's response to their request for correction of their personal information; or
- investigate a complaint that personal information has been collected, used or disclosed in contravention of the *FOIP Act*.

Third Parties may ask the Commissioner to review a public body's decision to release their business or personal information in response to an applicant's access request.

The Commissioner may initiate investigations on his own motion to ensure that public bodies are in compliance with the *FOIP Act*.

FOIP in 2009-10

Overview

The OIPC opened 430 cases and closed 475 cases under the *FOIP Act*. In addition, the OIPC received 733 non-case related enquiries in relation to the *FOIP Act*.

Members of the Public Continue to be Primary Users of the OIPC

Members of the public account for 67% of *FOIP* cases opened and 76% of *FOIP* non-case related enquiries to the OIPC.

FOIP Cases Opened

44% of cases opened were in relation to provincial government bodies (such as ministries, agencies, boards and commissions). Municipalities account for 20% of cases opened, followed by law enforcement agencies at 13%.

54% of the cases opened under the *FOIP Act* are related to access to information requests.

Mediation and Investigation Continue to Resolve the Majority Of Cases

82% of *FOIP* cases that could proceed to inquiry were resolved in the mediation/investigation process.

Timelines for Completing *FOIP* Cases from Mediation/Investigation to Inquiry

71% of the *FOIP* cases were closed within 180 days upon receipt of the request/complaint by OIPC.

Privacy Impact Assessments (PIA)

While not required under the *FOIP Act*, public bodies will submit PIAs to OIPC for review and comment. In 2009-10, public bodies submitted 33 PIAs to OIPC.

Consultation to Public Bodies

The OIPC continues to provide consultation to public bodies on program initiatives, legislative amendments and policy matters in relation to access and privacy matters.

Right to Know 2009

The OIPC hosted the second Commissioner's Forum on October 1, 2009 as part of the world-wide annual Right to Know event. Approximately 160 participants attended the Commissioner's Forum regarding routine disclosures, an increase from the 86 participants who attended the first Forum in 2008. The presentations are posted on the OIPC website.

Access Requests to the OIPC

The OIPC received 2 access requests under the *FOIP Act* in 2009-10. Both requests were denied as the records requested were excluded from the application of the *FOIP Act* under section 4(1)(d) of the *FOIP Act*.

In the 2008-09 OIPC Annual Report, it was reported that an adjudicator had been appointed under section 75 of the *FOIP Act* to review the Commissioner's response to an access request but that no decision had been issued at that time. Subsequently, the Adjudicator's decision was issued on August 12, 2009 (Adjudication Order #7 on **www.oipc.ab.ca**). The Adjudicator ruled that the records the applicant was requesting were excluded from the *FOIP Act* under section 4(1)(d) and that the Commissioner's decision to deny the applicant access was correct.

HEALTH INFORMATION ACT (HIA)

The *Health Information Act (HIA)* applies to health information in the custody or control of custodians. A custodian includes Alberta Health and Wellness, Alberta Health Services, health boards and health services providers, including pharmacies and pharmacists, and any custodians designated in the *HIA* Regulation.

The Commissioner is mandated under the *HIA* to review:

- A decision made by a custodian in relation to an individual's request to access their health information, or to correct or amend their health information; and
- An individual's complaint that their health information has been collected, used or disclosed in contravention of the *HIA*.

The *HIA* also sets out the duties and obligations of a custodian to protect health information. A key provision of the *HIA* that helps ensure custodians assess risks to privacy is the duty to submit a privacy impact assessment (PIA) to the Commissioner for review and comment. A custodian must submit a PIA to the Commissioner before implementing a new practice or system or making changes to an existing practice or system.

Bill 52

Amendments to the *HIA* were passed in June of 2009 and were proclaimed in force on September 1, 2010.

Key amendments to the Act include:

- Expansion of scope to include all health information regardless of how a health service has been paid;
- Regulated members of health professions are now designated as custodians through Regulation. The current designations include physicians, pharmacists, optometrists, opticians, chiropractors, midwives, podiatrists, dentists, denturists, hygienists, and nurses. However, application of the Act has been deferred until March 1, 2011 for dentists and dental hygienists and until September 1, 2011 for nurses;
- New Alberta Electronic Health Record (known as "Netcare") provisions that clarify health services provider's obligations to protect electronic health information;
- New role for professional Colleges and Associations to decide what health information should be made available in the Alberta Electronic Health record; and
- Clarification of a health services provider's obligation to consider an individual's wish about limiting the use and disclosure of health information (e.g. masking of electronic health information) and an individual's right to request a log of who has accessed it.

Our office is pleased with the amendments made to the *HIA*. The amendments address key areas of concern submitted to the Standing Policy Committee on Health, and return a measure of privacy control for Albertans over their health information. In particular, the amendments ensure Albertans can ask that their health information be masked in Netcare and allows them to get a copy of a log that shows who has accessed their record.

Privacy Impact Assessments

This year once again saw a significant increase in PIAs submitted to the Commissioner for review and comment. Custodians submitted 680 PIAs compared to 374 in the previous year.

Physician Office System Program

The Physician Office System Program (POSP) is a tri-partite program operated by Alberta Health and Wellness, Alberta Health Services and the Alberta Medical Association that supports the adoption of electronic medical record systems for physicians in Alberta. Now in Phase 3, the POSP program provides a choice between three qualified service providers (QSPs) electronic medical record solutions. A considerable amount of work has been done by the POSP and the QSPs to assess and mitigate privacy and security risk on behalf of participating physicians. The OIPC has been engaged throughout this process and continues to closely monitor the progress made, and the ongoing assessment of privacy risk.

Some physicians may decide to transition from their current EMR solution to one of the QSP's solutions. In doing so, they will need to decide how data can be migrated from their current EMR to the new EMR. We have notified the POSP that there is risk involved in data migration that will need to be assessed and reasonable steps taken to ensure risks identified are mitigated.

Investigation Reports

Investigation Report – H2009-IR-003

An individual complained that her employer Caritas Health Group (now Covenant Health) breached her privacy when they accessed her electronic health record (Alberta Netcare) in search of laboratory results to determine her immunization status for the purpose of employment. The Complainant was a prospective employee for a nursing position with Caritas. The records were accessed as part of a job-related health assessment to determine her suitability for employment. The investigation concluded that the information was accessed via Netcare for the primary purpose of managing or administering personnel; not to provide health services. The investigation found that the *Health Information Act* did not authorize this disclosure and concluded that Netcare should not have been used for employment management purposes. Commissioner Frank Work commented that, "In this case we had dual roles; that of a health care custodian and an organization dealing with personnel matters. It must be pointed out that Netcare exists to make health information available to support the provision of health services and is not to be used as a human resources tool."

Investigation Report – H2009-IR-004

The investigation was prompted when an individual received a three page fax from the Misericordia Hospital which contained detailed records of the birth and subsequent medical treatment of a child which had been given up for adoption. The records identified the child by name, date of birth, patient identification number and unique lifetime identifier. The records also identified the adoptive parents and contained information about the biological mother.

The investigator determined that the unauthorized disclosure of this sensitive health information could have been avoided had the custodians accessed the report through Alberta Netcare instead of faxing it multiple times. She directed custodians to assess whether or not health information can be accessed through a secure information system like Alberta Netcare before assuming the privacy risks that exist when health information is faxed. The investigator recommended that Caritas Health Group review its policies and procedures related to faxing health records and reminded custodians of their duty to take reasonable steps to protect health information against unauthorized disclosure when that information must be sent via fax.

This case marks the first time that an investigation has determined that a legitimate need for immediate access to health information was present, but that a more secure and equally timely mechanism for transmission of that information existed. The investigator determined that the availability of a system like Alberta Netcare must be factored into a custodian's consideration of risk when disclosing health information. The Investigator stated that if it is essential that health information be sent immediately to support patient care and two or more mechanisms

of transmitting the information are available, a custodian should send health information through the more secure channel unless transmission through the more secure channel would compromise patient safety or there are other mitigating factors.

Investigation Report – H2009-IR-005

The complainant was a patient at the Bigelow Fowler Clinic in Lethbridge and alleged that clinic staff had disclosed his health information to his employer in response to questions about his absences from work. The complainant provided evidence that indicated clinic staff may have disclosed information to the employer, but it was not definitive. At the same time, clinic electronic medical record system logs, which could have shed light on this matter, had been de-activated to improve system performance.

The investigation concluded that there was not enough evidence to show the clinic had disclosed the complainant's information in contravention of the *HIA*. However, the custodian contravened the *HIA* by failing to have a system log that would reveal who accessed data in its electronic medical record.

Investigation Report – H2009-IR-006

An individual complained to the Information and Privacy Commissioner when remarks by his ex-wife convinced him that she had knowledge of his medical information without his consent. Specifically, the individual alleged that an employee of his doctor's office had accessed his health information in the clinic's electronic medical record (EMR), and disclosed information about him stopping a particular medication to his ex-wife.

The investigator confirmed the employee had accessed the complainant's medical records for purposes related to her employment in 2006, but found that the employee could not have disclosed information about the patient stopping the medication. The investigator found that the employee had last accessed the Complainant's health records over three years ago, and that the records did not contain information about the individual stopping the medication at that time.

While the investigator found no evidence to support the Complainant's allegations, she discovered that almost two years of health information had been permanently lost by the clinic when it switched EMR systems in 2006. The investigator found this to be a contravention of the *HIA*, which requires custodians to take steps to protect health information against reasonably anticipated threats such as loss.

In addition to recommendations to the physician and the EMR vendor, the investigator recommended that the Physician Office System Program, which assists physicians in acquiring EMR technology, develop guidelines that will advise the more than 2000 physicians facing data migration within the next two years on how to manage this risk.

Investigation Report – H2009-IR-007

Alberta Health Services (AHS) contacted the Commissioner to report that its Edmonton area computer network had been infected by the Coreflood Trojan horse program. AHS stated that this malicious software (malware) affected 11,582 individuals' health information in Alberta Netcare, the provincial electronic health record. This information may have been disclosed to unknown parties controlling the Trojan horse program. AHS notified the affected patients by mail and set up a call centre to field questions.

Despite the fact that AHS malicious software protection systems are updated daily, AHS did not discover the Coreflood outbreak until it detected unusual activity on its network eight days after the Trojan horse was first activated. The version of Coreflood that caused this breach was a new variant and AHS' anti-malware service provider had not yet released a fix.

Custodians are not held to a standard of perfection, but one of reasonableness. In this case AHS had reasonable measures in place to protect against malicious software. Unfortunately, a new variant of Coreflood was still able to take hold in its network.

The investigator concluded that AHS responded responsibly to this incident by performing a thorough forensic investigation, informing those affected and committing to improving its practices. All recommendations for improvement were implemented within the timeframes set by the Commissioner.

PERSONAL INFORMATION PROTECTION ACT (PIPA)

The *Personal Information Protection Act (PIPA)* applies to provincially-regulated private sector organizations operating in Alberta. The Act provides rules respecting the collection, use and disclosure of personal information – defined in the Act as "information about an identifiable individual." *PIPA* seeks to balance the right of an individual to have his or her personal information protected, with the need of organizations to collect, use or disclose personal information for reasonable purposes.

The number of new complaints made under *PIPA* in fiscal year 2009-10 was 290, which represents a decrease of 14% from the previous fiscal year. Sixty-five percent (65%) of these new cases were privacy complaints, concerning issues such as collection, use, disclosure, and safeguarding of personal information. Twenty-two percent (22%) of new cases were requests for the Commissioner to review an organization's response to an individual's request to access his or her own personal information.

The majority of new cases involved the following industries:

- Other Services (including unions, professional regulatory organizations, condominium corporations, and religious organizations): 18%
- Retail: 12%
- Real Estate, Rental, Leasing: 10%
- Private Healthcare and Social Assistance: 9%
- Finance: 9%

As in previous years, many new complaints were concerned with organizations recording information from government-issued identification (e.g. driver's licenses), as well as complaints about personal information of employees being shared in the workplace. Complaints regarding surveillance in the workplace – monitoring employee use of computers and other corporate equipment, as well as video surveillance – appear to be increasing. Many complaints were also concerned with safeguarding personal information.

The number of self-reported breaches decreased significantly this fiscal year. Fifteen (15) reports were received, as compared to 27 in 2008-09.

PIPA staff responded to 2897 telephone, email and written enquiries from individuals and organizations this fiscal year. This is substantially consistent with the previous year, in which staff responded to 2912 such enquiries.

A total of 267 cases were closed in 2009-10, an increase of 3% over the previous year. Of these cases, 237 had the potential to be decided at inquiry; instead, 219 (92%) were resolved through the more informal mediation/investigation process.

Investigation Reports

Two (2) *PIPA* Investigation Reports were published during fiscal year 2009-10.

Collection and disclosure of limited personal information not a violation of privacy laws (P2009-IR-002, June 2009)

An individual complained that the Sun Life Assurance Company of Canada (Sun Life) should not have disclosed his personal information to his former employer. Upon review of the matter, the investigator determined that the individual had consented when he signed forms as part of his Long Term Disability plan. The investigator found that the wording on Sun Life's form authorized the collection and disclosure of personal information for the purposes of managing the complainant's file.

Nonetheless, the investigator recommended that Sun Life update its consent forms to provide greater clarity regarding what information would be collected and disclosed. Sun Life agreed to comply with this recommendation.

Retailer contravened *PIPA* by conducting pre-employment credit check (P2010-IR-001, February 2010)

Mark's Work Wearhouse (MWW) was found to have contravened *PIPA* when the organization conducted a pre-employment credit check for a job applicant.

The complainant had applied for a position with MWW as a sales associate. During his in-person interview, he signed a declaration authorizing a credit check. Shortly after the interview he was contacted by MWW and asked to explain his credit rating and how he was resolving his credit issue. The complainant advised MWW that an error had occurred between the federal government and his bank in processing the paper work concerning his student loans. Due to a lack of financial resources he had been unable to resolve the matter.

The complainant was unsuccessful in obtaining the sales associate position with MWW, and submitted a complaint to the OIPC regarding the credit check. During the investigation, MWW explained that credit check information was used to assess how a job applicant would handle financial responsibilities and tasks associated with the duties of a sales associate. Further, the organization explained that it used credit information to assess whether a job applicant was a risk for in-store theft or fraud.

The investigator found that the personal credit information collected by MWW was not reasonably required to assess the complainant's ability to perform the duties of a sales associate, nor to assess whether he might have a tendency towards committing in-store theft or fraud.

MWW agreed to cease collecting personal credit information of applicants for sales associate positions.

Other Activities

In November 2009, amendments to the *Gaming and Liquor Act (GLA)* officially became law in Alberta, explicitly authorizing operators of licensed premises to collect a patron's name, age and photograph to decide whether or not to allow that patron to enter the premises. The *GLA* also authorizes the operator to share this same information with other bar owners in certain circumstances. The *GLA* does not require that bar owners collect this personal information of patrons; however, if they choose to do so, they must also comply with *PIPA*.

To prepare for the *GLA* amendments, the OIPC worked with the Alberta Gaming and Liquor Commission to publish "Guidelines for Licensed Premises: Collecting, Using and Disclosing Personal Information of Patrons." The Guidelines are intended to assist bar operators in understanding their duties and obligations under *PIPA*.

Also in fiscal year 2009-10, the OIPC continued to work closely with the Office of the Privacy Commissioner of Canada and the Office of the Information and Privacy Commissioner of British Columbia to provide compliance resources for private sector businesses.

In October 2009, the three Offices jointly published "Privacy in the Time of a Pandemic: Guidance for Organizations," to assist organizations seeking clarification about how privacy laws apply in the private sector workplace during the H1N1 pandemic.

In another joint effort between Alberta and British Columbia, the two Offices co-hosted the 4th annual *PIPA* Conference in Vancouver, British Columbia. As in previous years, the Conference was well attended, with over 200 registrants.

Highlights of the 2009 Conference included keynote speakers:

- Jesse Hirsh, Internet Strategist, Researcher and CBC Journalist
- Ian Kerr, Canada Research Chair in Ethics and Technology
- Hal Niedzviecki, Writer, Thinker and Internet Bloggist

Concurrent sessions included:

- Children as Consumers: Youth Behaviour Online with Parry Aftab
- Doing Business in the Clouds: Cloud Computing and Consumer Information
- Managing the Privacy Risks in Outsourcing
- Everything You Wanted to Know About Employment Privacy but Were Afraid to Ask
- The Metrics of Privacy

In fiscal year 2009-10, the OIPC also continued its efforts to consult with other regulators, industry associations, and government to ensure continued dialogue regarding privacy issues. Key consultations were held with the Alberta Human Rights Commission, the Insurance Bureau of Canada, the Retail Council of Canada, Service Alberta – Access and Privacy Branch, and the Uniform Law Conference of Canada.

In addition, *PIPA* presentations were provided to numerous industry associations and at conferences, including the Calgary Bar Association, Independent Financial Brokers, the Alberta Association of Insurance Adjusters, Reboot Privacy and Security Conference, and the Central Alberta Human Resources Management Association.

ORDERS

The Commissioner asked the EPS to put proper systems in place to ensure that reasons for police database queries using individuals' names that are entered into the system.

Order F2008-024 (May, 2009)

An individual obtained a list of 37 instances in which police had conducted queries on police information databases using his name. The individual complained to the Commissioner that the queries were in violation of the *Freedom of Information and Protection of Privacy Act* (the *FOIP Act*).

The Edmonton Police Service (EPS) was able to provide documentation or information about all but three of the queries, which satisfied the Commissioner that 34 of the queries were related to law enforcement or program purposes.

However, no evidence could be provided on the remaining 3 queries, and therefore the Commissioner held that those searches were in contravention of the *FOIP Act*. In his order, the Commissioner asked the EPS to put proper systems in place to ensure that reasons for a query using an individual's name are entered into the system so there is no doubt about why the search was conducted. The Commissioner acknowledged that EPS has been working to make sure there are tighter controls on databases, but noted that policies and procedures for name searches must be clear to the members running the names, and that reasons for a search must be clearly stated to enable the EPS to meet its obligations under the *FOIP Act*.

An Adjudicator decided that section 21(1)(b) of the *FOIP Act* (information supplied in confidence by a government) did not apply to information that the Edmonton Police Service had withheld when it responded to an access request for a document entitled the Professionalism Committee Final Report.

Order F2008-027 (June 2009)

The Edmonton Police Service (EPS) applied section 21(1)(b) to information in a report that it argued had been supplied to it in confidence by Alberta Justice, the Edmonton Police Commission, the Vancouver Police Department, and the Toronto Police Department.

The Adjudicator noted that the previous test for determining whether section 21(1)(b) applies had not addressed whether the provision should be interpreted such the Government of Alberta can be a supplier of information, nor indicate who can be a recipient of the information under the provision; she found that section 21(1)(b) is ambiguous in this regard.

The Adjudicator decided that section 21(1)(b) did not apply to the information withheld by the EPS. She found that section 21(1)(b) presumes harm to the relations of the Government of Alberta in situations where information supplied in confidence to it by an entity listed in section 21(1)(a) is disclosed. Section 21(1)(b) could not be applied to information supplied by Alberta Justice, as the Government of Alberta is not an entity listed in section 21(1)(b). She also found that the evidence did not establish that Alberta Justice had supplied the information in confidence in any event.

In relation to information supplied by the Edmonton Police Commission, the Adjudicator decided that the evidence did not establish that the Commission had supplied information in confidence. Consequently, it was unnecessary to decide whether section 21(1)(b) applied to the intrajurisdictional transfer of information between the Edmonton Police Commission and the Edmonton Police Service.

The Adjudicator also found that as extra-provincial police forces and municipalities are not governments listed in clause (a), section 21(1)(b) could not apply to information these bodies supplied unless they supplied the information on behalf of their provinces. As she found that the information supplied by the extra-provincial

police forces in this case had not been supplied in confidence, she found it unnecessary to determine whether the information had been supplied on behalf of their respective provinces.

The EPS has applied for judicial review of this order.

An Adjudicator summarized a general rule regarding disclosure of identifying information of individuals acting in a work-related or representative capacity.

Orders F2008-028 (July 2009) and F2008-031 (September 2009)

In two different Orders, an Adjudicator summarized earlier orders of this office to the effect that disclosure of a name, job title, signature or contact information (e.g., telephone numbers and email addresses) is normally not an unreasonable invasion of personal privacy under section 17 of the *FOIP Act* when the individual in question was acting in a work-related or representative capacity. The Adjudicator noted that it does not matter whether the individual works for the public body that withheld the information from the applicant, works for a different public body, or represents a private organization or business. It also does not matter if the individual performs a service by contract, or works in a sole or independent capacity.

In one matter, Alberta Employment and Immigration withheld the identifying information of individuals who sent or received correspondence, or who acted in some other way, in their capacities as politicians, government officials, or representatives of stakeholder groups. In another matter, the Alberta Insurance Council withheld the identities of investigating personnel employed by a national association. The Adjudicator decided that this information could not be withheld under section 17 in either case.

However, the Adjudicator pointed out that there can be exceptions to the general rule. There are occasionally unusual circumstances where an individual's conduct in a work-related or representative context has a personal dimension so as to suggest that disclosure of his or her identity would be an unreasonable invasion of personal privacy. For example, in one of the matters, the Alberta Insurance Council obtained information about a person, who it was investigating for alleged wrongdoing, from his co-workers and business associates. As these close colleagues could face consequences if the person knew that they provided the information, this weighed against disclosure of their names and telephone numbers, even if assisting the Insurance Council was part of their work responsibilities or professional duties.

An Adjudicator confirmed that disclosure and collection of Calgary Police Service reports relating to situations of domestic conflict to a society that assists victims of domestic violence was authorized.

Orders F2008-029 and F2008-030 (August, 2009)

An individual filed a complaint that the Calgary Police Service (CPS) had disclosed reports without his consent, relating to situations of domestic conflict in which he was involved and which contained his personal information, to a society that assists victims of domestic violence. He also complained that the Calgary and Area Child and Family Services Authority (CFSA) had collected the same reports without his consent.

The Adjudicator found that the disclosure by the CPS to the society was authorized by the *FOIP Act*, as the disclosure was for the same purposes (preserving the peace and preventing crime) for which the police had collected the information. She also held that though it was not clear this had happened, any disclosure of the reports by the police directly to the CFSA would have been authorized because children were present in a situation of domestic conflict.

In a separate but related order, the Adjudicator ruled that the collection of the same information by the CFSA had been in accordance with the Act, as it was authorized by the child welfare legislation, and it was necessary for an operating program of the CFSA.

An adjudicator decided not to accept evidence and submissions that the Alberta Solicitor General and Public Security submitted in camera.

Decision F2009-D-001 (August 2009)

Alberta Solicitor General and Public Security (ASGPS) requested that the Adjudicator accept evidence and submissions in camera. The ASGPS argued that the evidence and submissions should be accepted in camera on the basis that they were sensitive and confidential. It also argued that it was contrary to sections 59(3) and 69(3) of the *FOIP Act* not to accept evidence and submissions submitted in camera, or to refer to such evidence and submissions in an order.

The Adjudicator determined that neither section 59(3) nor 69(3) of the *FOIP Act* required the evidence and submissions to be accepted in camera. She found that while section 69(3) states that no party has a right to view the representations of another party, it does not follow that a party has a right to withhold its representations from other parties. While section 59(3) requires the Commissioner or his delegate not to disclose information that the head of a public body would be authorized or required to withhold if it were subject to an access request, the Adjudicator held she was unable to determine that the submissions and evidence the ASGPS sought to submit in camera contained information of this kind.

The Adjudicator decided that accepting the ASGPS's evidence and submissions in camera would unfairly limit the ability of the Applicant to know the case to be met and to make representations. She also noted that it would limit her ability to comment on the ASGPS's submissions and evidence, thereby limiting her ability to give reasons in the order. She therefore returned the evidence and submissions to the ASGPS that it had requested be accepted in camera.

The ASGPS has applied for judicial review of this decision.

City of St. Albert ordered to release documents relating to a house fire.

Order F2009-015 (November, 2009)

An Adjudicator ordered the City of St. Albert (the City) to release information it had withheld related to a house fire in the City in 2004. An individual had requested all information in the custody of the City related to the fire. The City released some records, but withheld other information under various sections of the *FOIP Act*, including the statements of the homeowners made during the City's investigation, as well as an investigation report into the cause of the fire prepared by an expert retained by the property insurer.

Following an inquiry into the matter, the Adjudicator held that the provisions the City had relied on did not apply to most of the records at issue. She ruled that some personal financial information of the homeowners could be withheld, but that the remainder of the documents should be released to the applicant.

An Adjudicator ordered Alberta Health Services to attach all of an individual's statement of disagreement to his health record.

Order H2009-001 (December 2009)

Following judicial review of Order H2008-005 in May 2009, an Adjudicator was required by the Court of Queen's Bench to reconsider his decision regarding a statement of disagreement. Under section 13 of the *Health Information Act*, an individual had asked Alberta Health Services (AHS) to correct or amend health information contained in his discharge summary. AHS refused to make some of the changes, so the Applicant submitted a statement of disagreement for AHS to attach to his discharge summary. Under section 14, a statement is to set out the corrections or amendments that the individual requested, and his reasons for disagreeing with AHS' decision not to make them. AHS rejected the document because it raised issues that the individual had about the care that he received, and AHS thought that this and other content was not permitted by section 14.

In Order H2009-001, the Adjudicator ruled that comments about the individual's care and the professionals involved in his treatment, including unproven allegations, were allowed in his statement of disagreement, as they were his reasons for disagreeing with AHS' decision. The Adjudicator also found that some extraneous

or irrelevant information was permissible because individuals are entitled to some latitude when preparing a statement. The Adjudicator noted that the purpose of a statement of disagreement is to enable individuals to place their views about the accuracy and completeness of their health information on record, so that others see it. Whereas AHS believed that it was not required to attach any of the statement of disagreement to the individual's discharge summary, the Adjudicator ordered AHS to attach all of it.

An Adjudicator dealt with access requests made to a psychologist as well as to the College of Psychologists (to whom the requestor had made a complaint against the psychologist).

Orders P2009-008 and P2009-009 (February, 2010)

An individual requested her personal information from her former psychologist under the *Personal Information Protection Act* (*PIPA*). The psychologist provided the applicant with her treatment file, but refused to provide peer consultation notes, as well as the psychologist's response to a complaint to the College of Psychologists the applicant had made against her, and related correspondence

The Adjudicator found that the psychologist had properly withheld all the requested records that she had not already provided. The peer consultation notes had to be withheld because they contained the personal information of the Applicant's child. A small number of records were properly withheld because they were solicitor-client communications. Disclosure of the remaining information would reveal personal information of the psychologist, and for some of it, also of the child.

The companion order dealt with the individual's request to the College of Psychologists for a copy of the response it had received from the psychologist respecting the complaint against her. The College refused to provide the information under Section 24(2)(c) (information collected for an investigation or legal proceeding), and 24(2)(b) (information that would reveal personal information about another individual). The Adjudicator determined that the College had properly applied both sections of *PIPA*, and upheld the College's decision not to release the information.

An Adjudicator confirmed that the University of Alberta had conducted an adequate search for responsive records, including back up copies of electronic records.

Order F2009-023 (February 2010)

The Applicant made a request to the University of Alberta for email communications, containing his name, between a member of the SSHRC Selection Committee No. 15 and other members of a SSHRC committee.

The University argued that the Commissioner had not extended the time for completing the inquiry for a proper reason because it had been extended to allow time for mediation. The University therefore took the position that the Commissioner had lost jurisdiction for the purposes of section 69(6) of the *FOIP Act*. The Adjudicator found that the University was required to make a timely, particularized objection to the Commissioner's decision to extend the time and that it had not done so. She therefore concluded that she had not lost jurisdiction to conduct the inquiry.

In the substantive part of its submission, the University argued that it did not have custody or control over the kinds of records requested, and that if it did, it had been unable to locate any, even though it had conducted a reasonable search. The University also argued that it would be onerous to require it to search for deleted electronic records on its backup system.

The Adjudicator found that the University would have custody or control of any responsive emails located on its computer servers, as the evidence established that it would have some right to deal with any responsive emails, and some responsibility for protecting them.

The Adjudicator determined that the University's evidence established that it had conducted an adequate search for responsive records. She noted that the duty to create an electronic record under section 10(2) of the *FOIP Act* is separate from the duty to conduct an adequate search for responsive records under section 10(1) of the *FOIP Act*. As the University had established through evidence that any responsive records would have been

finally deleted prior to the Applicant's access request, there was no need to consider whether it had a duty under section 10(2) to create an electronic record for the Applicant. The Adjudicator confirmed that the University had met its duties under the *FOIP Act*.

The University of Alberta and the Association of Academic Staff of the University of Alberta have applied for judicial review of this order.

An Adjudicator ruled on whether one individual was entitled to know that another individual made an access request.

Order F2009-029 (March 2010)

An applicant, who was employed by the Edmonton Police Service (EPS), asked the EPS for a copy of another employee's access request, as he believed that she had requested his personal information. The EPS refused to confirm or deny the existence of responsive records, on the basis that disclosing the existence or non-existence of an access request by the other employee would be an unreasonable invasion of the requestor's personal privacy under section 12(2)(b) of the *FOIP Act*.

The applicant had made a privacy complaint to the Commissioner that his own personal information had been improperly disclosed by the EPS in response to the alleged access request. In the unique circumstances of the case, the Adjudicator decided that the applicant's need to know whether the other employee had made an access request so that his complaint could be fairly determined outweighed the possibility that, if the other employee had actually made an access request, she would have done so in confidence. The Adjudicator ordered the EPS to effectively indicate whether there was or was not an access request by the other employee.

The Adjudicator noted, however, that not all individuals who believe that their personal information was improperly disclosed in response to an access request will be entitled to have a privacy complaint addressed by the Commissioner. A privacy complaint cannot be used to test the correctness of a public body's response to an access request. There must be something about the complaint that makes it arguable that a public body's decision to release information was unreasonable, or that it did not follow proper processes.

JUDICIAL REVIEWS AND OTHER COURT DECISIONS

APRIL 1, 2009 TO MARCH 31, 2010

BONSMA v. ALBERTA (INFORMATION AND PRIVACY COMMISSIONER) – 2010 ABQB 209 – Judicial review of a decision of the Commissioner under section 55 of the *Freedom of Information and Protection of Privacy Act*

The Applicant made an access request to Alberta Employment and Immigration (the "Public Body") under the *Freedom of Information and Protection of Privacy Act* (the "*FOIP Act*"). The Applicant subsequently asked the Commissioner to review the Public Body's decision on his access request.

The Applicant then made another access request to the Public Body for his file about his initial access request. The Public Body applied to the Commissioner under section 55 of the *FOIP Act* for permission to disregard that other access request. The Commissioner granted the Public Body's application, and the Applicant sought judicial review of the Commissioner's decision. In the judicial review, the Applicant sought to introduce an affidavit.

The Court of Queen's Bench (the "Court") declined to allow the affidavit to be added as part of the materials before the Court on judicial review. The Court stated that a judicial review is conducted on the record, and only the materials on the record (that is, materials filed in a return of the decision-maker) can be reviewed by the Court, subject to narrow exceptions that were not relevant in this case.

The Court also upheld the Commissioner's decision under section 55 of the *FOIP Act*. The Court found that the standard of review for the Commissioner's decision under section 55 is reasonableness. The Court held that the Commissioner's decision to allow the Public Body to disregard the Applicant's other access request was reasonable because the Commissioner's reasons were justified, transparent and understandable.

MAZHERO v. ALBERTA (INFORMATION AND PRIVACY COMMISSIONER) – Oral decision rendered by Crighton J. on February 18, 2010 (Action No. 0903 18893)

The Applicant made an access request to the Edmonton Police Service (the "Public Body") under the *FOIP Act*. The Applicant subsequently asked the Commissioner to review the Public Body's decision on his access request.

The Commissioner authorized mediation. During the mediation, the Commissioner extended the time under section 69(6) of the *FOIP Act* to conclude the mediation. The Applicant was not satisfied with the results of the mediation, and requested an inquiry. The Commissioner then extended the time under section 69(6) to conduct the inquiry. Before the Commissioner could conduct the inquiry, the Applicant brought an application for judicial review, seeking to have the Court decide the issue about his access request made to the Public Body, and complaining about delay and the time extensions under section 69(6).

The Court held that there was no evidence the delay was inordinate, and no evidence that the Applicant suffered any prejudice as a result of any delay.

The Court also held that the Applicant's application for judicial review was premature. The Court said it had no jurisdiction to hear an access application against a public body. That jurisdiction has been expressly conferred on the Commissioner under the *FOIP Act*. Judicial review, before completing statutory administrative processes, risks fragmentation, delay, expense, and a judicial process which might have been academic. Consequently, the Court dismissed the Applicant's application for judicial review.

UNIVERSITY OF ALBERTA v. ALBERTA (INFORMATION AND PRIVACY COMMISSIONER) – 2010 ABQB 89 – Judicial Review of Order F2009-005

The Applicant made an access request to the University of Alberta (the "Public Body") under the *FOIP Act*. The Applicant subsequently asked the Commissioner to review the Public Body's decision on his access request.

In an inquiry under the *FOIP Act*, the Adjudicator delegated to hear the inquiry held that the Public Body did not comply with its duty to assist the Applicant under section 10(1) of the *FOIP Act*, since it did not conduct an adequate search for responsive records. The Adjudicator ordered the Public Body to conduct a search of the Public Body's electronic backup files.

The Public Body sought judicial review of the Adjudicator's decision under section 10(1), and also argued that the Adjudicator erred under section 10(2) (duty to create a record) in directing the Public Body to conduct a search of the backup records.

The Court held that the standard of review under section 10(1) is reasonableness, and that the Adjudicator's decision under section 10(1) was reasonable. The Court upheld the Adjudicator's decision under section 10(1).

However, since the Adjudicator did not address the section 10(2) factors as they relate to the backup records, and the Public Body had no notice that the backup records were in issue and therefore led no evidence as to whether it could meet the factors under section 10(2), the Adjudicator's decision concerning the backup records was unreasonable and also breached procedural fairness. The Court therefore quashed the portion of the Adjudicator's decision that ordered the Public Body to search the backup records, and remitted that matter to the Adjudicator.

CALGARY POLICE SERVICE v. ALBERTA (INFORMATION AND PRIVACY COMMISSIONER) – 2010 ABQB 82 – Judicial Review of Order F2008-009

The Applicant made an access request to the Calgary Police Service (the "Public Body") under the *FOIP Act*, requesting certain disciplinary decisions relating to police officers of the Public Body. The Applicant subsequently asked the Commissioner to review the Public Body's decision to withhold the information under section 17 (personal information) of the *FOIP Act*.

In an inquiry under the *FOIP Act*, the Adjudicator delegated to hear the inquiry found that section 17 did not apply to most of the personal information the Public Body withheld. The Adjudicator ordered the Public Body to disclose the disciplinary decisions, subject to severing of personal information relating to names of complainants and other members of the general public, and some information that might disclose medical, psychological or other sensitive information of the police officers.

On judicial review, the Court held that the standard of review for a decision under section 17 of the *FOIP Act* was reasonableness. However, the Court decided that part of the Adjudicator's decision was not reasonable, and quashed it. The Court then ordered that only the nature of the charge, the name and rank of the police officer, and the sanction imposed should be disclosed, and only for those proceedings in which there was a conviction for a Criminal Code offence or a conviction for a provincial offence. The Court upheld the Adjudicator's decision to sever the personal information that the Adjudicator had ordered to be severed.

The Court's decision is under appeal to the Court of Appeal.

ALBERTA TEACHERS' ASSOCIATION v. ALBERTA (INFORMATION AND PRIVACY COMMISSIONER) – 2010 ABCA 26 – Appeal of the oral decision rendered by Marshall J. on October 9, 2008, quashing Order P2007-014 (Action No. 0803 05729)

The Court of Queen's Bench quashed Order P2007-014 on the basis that the Commissioner lost jurisdiction when he did not complete an inquiry within 90 days of receiving a request for review and did not extend the time within the 90 days, as required by section 50(5) of the *Personal Information Protection Act*.

On appeal, the Court of Appeal upheld the decision of the Court of Queen's Bench. The Court of Appeal decided that section 50(5) was mandatory, but that the presumptive consequence that goes with breach of the timing rules is not automatic and incurable. The Court summarized the principles, as follows:

1. The Commissioner has no power to extend the 90-day time limit under section 50(5) of *PIPA* after the time limit has expired. If he does extend the time within the time limit, the exercise of that discretion will be subject to judicial review.
2. Breach of the time rules creates a presumptive consequence, namely, termination of the inquiry process when the default is raised. There is no "loss of jurisdiction" involved. The presumptive consequence can be overcome by showing both of the following:
    (a) substantial consistency with the intent of the time rules having regard to the reason for the delay, the responsibility for the delay, any waiver, any unusual complexity in the case, and whether the complaint can be or was resolved in a reasonably timely manner, and
    (b) that there was no prejudice to the parties or, alternatively, that any prejudice to the parties is outweighed by the prejudice to the values to be served by *PIPA*.
3. An objection to the process should be raised at the earliest opportunity, either before the Commissioner or the adjudicator. It is not acceptable to await the outcome and then raise the objection. The Commissioner or adjudicator will have to consider whether or not the presumptive consequence should apply, and will be expected to provide reasons for the decision then made. The decision of the Commissioner or adjudicator will be subject to judicial review.

The Supreme Court of Canada has granted leave to appeal the Court of Appeal's decision. The Supreme Court of Canada will hear the appeal on February 16, 2011.

LEON'S FURNITURE LIMITED v. ALBERTA (INFORMATION AND PRIVACY COMMISSIONER) Oral decision rendered by Nation J. on January 20, 2010 (Action No. 0801 12471) – Judicial Review of Order P2008-004

Leon's Furniture Limited sought to have Order P2008-004 stayed until the Court of Appeal could deal with Leon's appeal of Justice Nation's oral decision rendered on June 18, 2009. Leon's also argued that the stay pending appeal was automatic under section 54(4) of the *Personal Information Protection Act*, which provides for a stay of the Commissioner's order until the court deals with the application for judicial review of the Commissioner's order.

The Court said that it did not read the legislation to provide an automatic stay if there is an appeal filed from that decision of the Court. Consequently, the Court reviewed Leon's application for a stay pending appeal under Rule 508, which grants discretion to a judge to grant a stay pending an appeal, and Rule 753.15(1), which provides that an order should not be granted that is detrimental to the public interest or safety.

The Court then considered whether there was a serious issue to be tried, whether there would be irreparable harm, and the balance of convenience, as well as Rule 753.15(1). The Court allowed Leon's stay application.

ALBERTA (INFORMATION AND PRIVACY COMMISSIONER) v. ALBERTA (*Freedom of Information and Protection of Privacy Act*, ADJUDICATOR) – 2009 ABQB 546 – Judicial Review of Adjudication Order #6

The Complainant complained that the Commissioner disclosed his personal information contrary to the *FOIP Act* when the Commissioner sent a letter to the Complainant and copied that letter to three named individuals. The letter contained the Commissioner's decision to refuse to conduct inquiries into the Complainant's complaints under the *Personal Information Protection Act*. The three named individuals copied on the letter were parties to the complaints.

An Adjudicator appointed under section 75 of the *FOIP Act* decided that section 4(1)(d) did not exclude the Commissioner's letter from the *FOIP Act*. Section 4(1)(d) excludes from the *FOIP Act* a record that is created by or for or is in the custody or under the control of an officer of the Legislature and relates to the exercise of that officer's functions under an Act of Alberta.

The Commissioner sought judicial review of the Adjudicator's decision. The other officers of the Legislature (Auditor General, Ombudsman, Ethics Commissioner and Chief Electoral Officer) sought and obtained intervenor status in the judicial review.

On judicial review, the Court held that section 4(1) of the *FOIP Act* applies only when records are in the custody or control of a public body, but not when records are "disseminated" (disclosed) outside of the public body. Consequently, section 4(1)(d) did not exclude the letter that the Commissioner sent to the Complaint and the other individuals.

The Court also held that the Commissioner has jurisdiction over the other officers of the Legislature when they disclose information in performing their functions under an Act of Alberta, and an Adjudicator appointed under section 75 has jurisdiction over the Commissioner when he discloses information in performing his functions under an Act of Alberta.

The Court's decision is under appeal to the Court of Appeal. The appeal will be heard on November 3, 2010.

EDMONTON POLICE SERVICE v. ALBERTA (INFORMATION AND PRIVACY COMMISSIONER) – 2009 ABQB 593 – Judicial Review of Order F2007-028

The Applicant made an access request to the Edmonton Police Service (the "Public Body") under the *FOIP Act*. The Applicant subsequently asked the Commissioner to review the Public Body's decision to withhold the identities of the authors and recipients of certain emails under section 17 (personal information) of the *FOIP Act*.

The Commissioner decided that section 17 did not apply, and ordered the information to be disclosed. The Commissioner also held that the Public Body did not meet its duty to assist the Applicant under section 10(1), since the Public Body had not conducted an adequate search for responsive records. The Commissioner ordered the Public Body to search for records, including electronic backup files.

On judicial review, the Court held that the standard of review for the Commissioner's decisions was reasonableness. The Court held that the Commissioner's decisions under section 17 and 10(1) were reasonable, as those decisions were transparent and intelligible, and within the range of possible, acceptable outcomes defensible in respect of the facts and the law. The Court therefore confirmed the Order as to those decisions.

However, the Court decided that the Commissioner's Order concerning the backup records was unreasonable, as it did not appear that the Commissioner addressed his mind to the obligations of the Public Body, having regard to section 10(2) of the *FOIP Act*. The Court therefore set aside the portion of the Order directing the Public Body to search the backup records, and remitted that matter to the Commissioner for reconsideration.

ALBERTA (EMPLOYMENT AND IMMIGRATION) v. ALBERTA FEDERATION OF LABOUR – 2009 ABQB 574 – Judicial Review of Decision F2008-D-001 and Decision F2008-D-002

In a judicial review reported at 2009 ABQB 344, in which the Court quashed Decision F2008-D-001 and Decision F2008-D-002, the parties did not argue and the Court did not consider the Public Body's request that the matter be remitted to a different adjudicator.

Consequently, the Court allowed further submissions and then decided that there was a suspicion of bias. The Court directed that the matter be remitted to a different adjudicator to proceed with the inquiry.

The Court's decision is under appeal to the Court of Appeal. The appeal will be heard on October 8, 2010.

LEON'S FURNITURE LIMITED v. ALBERTA (INFORMATION AND PRIVACY COMMISSIONER) Oral decision rendered by Nation J. on June 18, 2009 (Action No. 0801 12471) – Judicial Review of Order P2008-004

An individual complained to the Commissioner that Leon's Furniture Limited (the "Organization") collected her personal information in contravention of the *Personal Information Protection Act* ("*PIPA*") when the Organization recorded her driver's licence number and licence plate number upon picking up merchandise ordered by her daughter.

The Adjudicator delegated to hear the inquiry under *PIPA* held that the Organization was not in compliance with sections 7(2), 11(2) and 13 of *PIPA*. The Adjudicator ordered the Organization to cease recording drivers' licence numbers and licence plate numbers when an individual is picking up merchandise, and to destroy that information.

On judicial review, the Court held that the standard of review for the Adjudicator's decision was reasonableness and that the Adjudicator's decision was reasonable, as it fell within the range of possible acceptable outcomes that were defensible in respect of the facts and the law. The Court dismissed the Organization's application for judicial review.

The Court's decision is under appeal to the Court of Appeal. The appeal will be heard on September 16, 2010.

ALBERTA (EMPLOYMENT AND IMMIGRATION) v. ALBERTA FEDERATION OF LABOUR – 2009 ABQB 344 – Judicial Review of Decision F2008-D-001 and Decision F2008-D-002

Under the *FOIP Act*, the Applicant made two separate access requests to Alberta Employment and Immigration (the "Public Body") for two employer lists. The fist list was the "targeted inspection" program under Workplace Health and Safety. The second list was the "targeted employers" program under Employment Standards enforcement. The Public Body denied access to the first list under section 24 (advice) of the *FOIP Act* and section 29 (publicly available information). The Public Body denied access to the second list under section 24. At inquiry under the *FOIP Act*, the Public Body raised for the first time in its submission the application of section 20 (law enforcement) of the *FOIP Act* to the "targeted employers" list.

The Adjudicator delegated to hear the inquiry considered that section 16 (business information) and section 17 (personal information) might apply to the two lists. As required by section 67 of the *FOIP Act*, the Adjudicator proposed to immediately notify the employers as affected parties in the inquiry. The Public Body objected. The Adjudicator issued Decision F2008-D-001 and Decision F2008-D-002, in which he decided to notify the employers under section 67.

On judicial review, the Public Body argued, and the Court agreed, that the Public Body's application of section 20 and section 24 of the *FOIP Act* meant that the information should not be disclosed to anyone, including the employers, as disclosure of the information would impede government investigations and proper policy decision-making processes.

The Court held that the employers were not to be notified until after the section 20 and section 24 issues were decided, quashed the Adjudicator's decisions to immediately notify the employers and, in a separate decision reported at 2009 ABQB 574, removed the Adjudicator for suspicion of bias.

The Court's decision is under appeal to the Court of Appeal. The appeal will be heard on October 8, 2010.

CAPITAL HEALTH v. ALBERTA (INFORMATION AND PRIVACY COMMISSIONER) – 2009 ABQB 333 – Judicial Review of Order H2008-005

Capital Health (the "Custodian") refused to make some requested corrections or amendments to an individual's health information. The Custodian also rejected the individual's request to submit a statement of disagreement.

The Adjudicator delegated to hear the inquiry held that the Custodian had a duty under the *Health Information Act* ("*HIA*") to attach the statement of disagreement to the health record, except certain parts unrelated to corrections or amendments, and ordered the Custodian to do so.

On judicial review, the Court held that the standard of review was reasonableness. However, that aspect of the Adjudicator's decision related to the "reasonably practicable" qualification in section 14(3) of the *HIA* was unreasonable, in the sense that one could not ascertain from it whether the Adjudicator addressed his mind to it and, if he did, the practical import of the decision in defining the extent of the duty. The Court set aside Order H2008-005 and remitted the matter for the Adjudicator to reconsider the extent of the Custodian's duty, having regard to the "reasonably practicable" qualification in section 14(3).

EDMONTON POLICE SERVICE v. ALBERTA (INFORMATION AND PRIVACY COMMISSIONER) – 2009 ABQB 268 – Judicial Review of Order F2007-028

The Applicant made an access request to the Edmonton Police Service (the "Public Body") under the *FOIP Act*. The Applicant subsequently asked the Commissioner to review the Public Body's decision to withhold the identities of the authors and recipients of certain emails.

The Commissioner ordered the information to be disclosed. He also ordered the Public Body to conduct an adequate search for records, including electronic backup files.

In the Public Body's application for judicial review, one of the grounds on which the Public Body sought to have the Commissioner's order quashed was that the Commissioner lost jurisdiction because he did not extend the time for completing the inquiry within the 90 days provided for in section 69(6) of the *FOIP Act*.

The Court held that the standard of review for the Commissioner's decision was reasonableness, and that the Commissioner's decision was reasonable. The Court held that the Commissioner did not lose jurisdiction to issue Order F2007-028. In a subsequent decision reported at 2009 ABQB 593, the Court considered the merits of Order F2007-028.

The Court's decision is under appeal to the Court of Appeal.

LYCKA v. ALBERTA (INFORMATION AND PRIVACY COMMISSIONER) – 2009 ABQB 245 – Judicial Review of Order H2007-001, Order H2007-004 and Order P2007-006

Individuals complained to the Commissioner that Dr. Lycka (the "Custodian") had disclosed their health information to Endermologie Centre Corporation (the "Organization") for soliciting and marketing purposes, contrary to the *HIA*. The individuals also complained that the Organization had collected their health information without their consent, contrary to *PIPA*.

The Adjudicator delegated to hear the inquiry into the individuals' complaints granted the individuals' requests for anonymity in the inquiry. The Adjudicator found that the *HIA* did not permit a custodian to disclose health information, with or without consent, except as provided by the *HIA*, and that the Custodian was therefore in breach of the *HIA*. The Adjudicator also found that the Organization did not have the individuals' consent to collect health information, and therefore the Organization was in breach of *PIPA*.

The Court allowed the judicial review applications of the Custodian and the Organization, and quashed Order H2007-001, Order H2007-004 and Order P2007-006. The Court held that the Adjudicator breached the rules of natural justice and procedural fairness by refusing to reveal the identities of the individuals who complained, thereby rendering it impossible for the Custodian and the Organization to respond to the allegations that no consent was provided. The Court also held that the Adjudicator's decision that custodians cannot collect and use health information for purposes other than those explicitly mention in the *HIA*, where consent has been obtained, and in particular for marketing and solicitation for fundraising, was not reasonable.

STATISTICAL INFORMATION

Table 1: Cases Opened 2009-10 Fiscal Year *FOIP, HIA,* and *PIPA*

STATISTICS ARE FROM THE PERIOD APRIL 1, 2009 TO MARCH 31, 2010

Case Type	*FOIP*	*HIA*	*PIPA*
Advice and Direction	2	0	0
Authorization to Disregard a Request	3	1	1
Complaint	88	76	188
Comment on Programs	0	1	0
Excuse Fees	5	1	4
Investigation Generated by Commissioner	14	15	4
Offense Investigation	0	1	1
Privacy Impact Assessments	33	680	1
Request for Information	42	54	12
Request for Review	176	33	64
Request for Review Third Party	20	0	0
Request Time Extension	30	0	0
Self reported Breach	17	47	15
Total	**430**	**859**	**290**

Please refer to Appendix A for a listing of the cases opened by public body, custodian and organization type.

Note: Only FOIP allows a Third Party to request a review of a Public Body's decision to release Third Party information to an applicant.

Table 2: Cases Closed 2009-10 Fiscal Year *FOIP, HIA,* and *PIPA*

STATISTICS ARE FROM THE PERIOD APRIL 1, 2009 TO MARCH 31, 2010

Case Type	FOIP	HIA	PIPA
Advice and Direction	4	0	0
Authorization to Disregard a Request	3	1	1
Complaint	107	20	176
Comment on Programs	0	1	0
Excuse Fees	6	0	2
Investigation Generated by Commissioner	12	15	4
Offense Investigation	0	1	0
Privacy Impact Assessments	31	710	1
Request for Information	42	51	8
Request for Review	192	33	58
Request for Review Third Party	26	0	0
Request Time Extension	30	0	0
Self-reported Breach	22	53	17
Total	**475**	**885**	**267**

Please refer to Appendix D for a complete listing of the PIAs accepted by the Commissioner in the fiscal year 2009-10. Please refer to Appendix B for a listing of cases closed by public body, custodian and organization type.

Graph 1: Total Number of Cases Opened – A Two Year Comparison

	Advice and Direction	Authorization to Disregard Request	Complaint	Comment on Programs	Excuse Fees	Investigation Generated by Commissioner	Offense Investigation	Privacy Impact Assessments	Request for Information	Request for Review	Request for Review Third Party	Request Time Extension	Self-reported Breach	Total
FOIP Cases Opened 2010	2	3	88	0	5	14	0	33	42	176	20	30	17	430
FOIP Cases Opened 2009	3	7	79	0	3	9	0	30	54	178	15	42	21	441
HIA Cases Opened 2010	0	1	26	1	1	15	1	680	54	33	0	0	47	859
HIA Cases Opened 2009	0	1	17	0	0	15	0	374	65	30	0	2	60	564
PIPA Cases Opened 2010	0	1	188	0	4	4	1	1	12	64	0	0	15	290
PIPA Cases Opened 2009	0	1	223	0	0	1	0	1	5	78	0	0	27	336

Graph 2: Total Number of Cases Closed – A Two Year Comparison

	Advice and Direction	Authorization to Disregard Request	Complaint	Comment on Programs	Excuse Fees	Investigation Generated by Commissioner	Offense Investigation	Privacy Impact Assessments	Request for Information	Request for Review	Request for Review Third Party	Request Time Extension	Self-reported Breach	Total
FOIP Cases Closed 2010	4	3	107	0	6	12	0	31	42	192	26	30	22	475
FOIP Cases Closed 2009	3	9	61	0	0	9	0	34	51	150	11	42	21	391
HIA Cases Closed 2010	0	1	20	1	0	15	1	710	51	33	0	0	53	885
HIA Cases Closed 2009	0	1	24	0	0	14	0	434	66	43	0	2	62	646
PIPA Cases Closed 2010	0	1	176	0	2	4	0	1	8	58	0	0	17	267
PIPA Cases Closed 2009	0	1	160	0	1	7	0	1	3	61	0	0	25	259

Table 3: Cases Opened by Public, Bodies Subject to the Legislation, and Commissioner on Own Motion

STATISTICS ARE FROM THE PERIOD APRIL 1, 2009 TO MARCH 31, 2010

Type	Number of Cases	Percentage
FOIP		
Investigation Generated by Commissioner	14	3%
Public Bodies	127	30%
*Public	289	67%
Total	**430**	**100%**
HIA		
Investigation Generated by Commissioner	15	1%
Custodian	784	92%
*Public	60	7%
Total	**859**	**100%**
PIPA		
Investigation Generated by Commissioner	4	1%
Organization	26	9%
*Public	260	90%
Total	**290**	**100%**

*Includes individuals, media, agents, third party agents, agent applicants, MLAs, companies, others, special interest groups.

Table 4: Percentage of Cases Closed by Resolution Method

STATISTICS ARE FROM THE PERIOD APRIL 1, 2009 TO MARCH 31, 2010

Resolution Method	Number of Cases *(FOIP)*	Number of Cases *(HIA)*	Number of Cases *(PIPA)*	Total	Percentage
Resolved by Mediation/Investigation	271	51	219	541	87%
Resolved by Order	39	1	11	51	8%
Resolved by Commissioner's Decision to Refuse to Conduct an Inquiry	21	1	6	28	5%
Total	**331**	**53**	**236**	**620**	**100%**

***FOIP* Orders: 39 (39 cases)**

***HIA* Orders: 1 (1 cases)**

***PIPA* Orders: 11 (12 cases)**

Notes: Some Orders and/or Report Numbers were assigned to more than one case. Some cases had more than one Order.

Orders are recorded by the date the Order was signed, rather than the date the Order was publicly released.

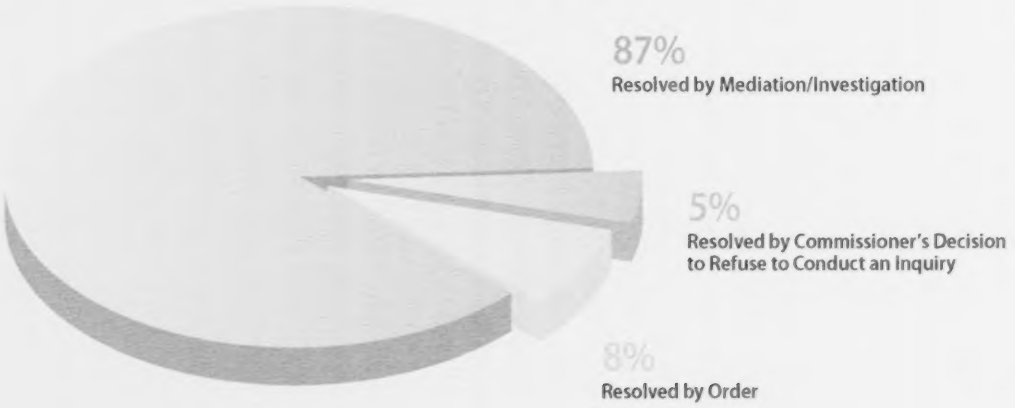
Under the legislation, only certain case types can proceed to inquiry if the matters are not resolved at mediation/investigation. The above statistics are those case types that can proceed to inquiry (Request for Review, Request for Review Third Party, Request to Excuse Fees and Complaint files).

This table only includes Orders issued that concluded/closed the file. See Appendix C for a listing of all Orders issued.

Please refer to Tables 1 and 2 and Appendices A and B for total cases opened and closed.

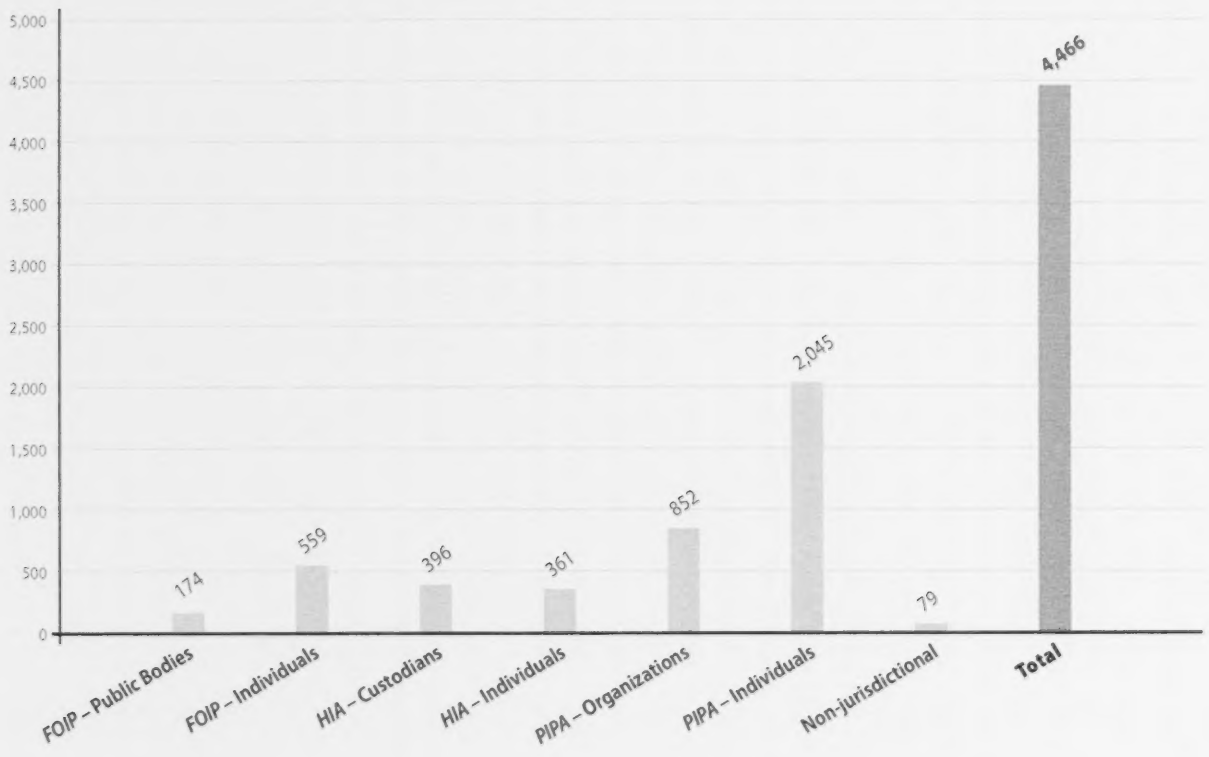
A copy of all Orders and Investigation Reports are available on the Office's web site **www.oipc.ab.ca**

Graph 3: Percentage of Cases Closed by Resolution Method



Graph 4: *FOIP, HIA,* and *PIPA* Non-case Related Calls, Emails, and Written Enquiries

STATISTICS ARE FROM THE PERIOD APRIL 1, 2009 TO MARCH 31, 2010



FINANCIAL STATEMENTS

For the Year Ended March 31, 2010

CONTENTS

37 Auditor General's Report

38 Statements of Operations

39 Statements of Financial Position

40 Statements of Cash Flows

41 Notes to the Financial Statements

46 Schedule 1 – Salary and Benefits Disclosure

47 Schedule 2 – Allocated Costs

AUDITOR GENERAL'S REPORT

To the Members of the Legislative Assembly

I have audited the statements of financial position of the Office of the Information and Privacy Commissioner as at March 31, 2010 and 2009 and the statements of operations and cash flows for the years then ended. These financial statements are the responsibility of the Office's management. My responsibility is to express an opinion on these financial statements based on my audits.

I conducted my audits in accordance with Canadian generally accepted auditing standards. Those standards require that I plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In my opinion, these financial statements present fairly, in all material respects, the financial position of the Office as at March 31, 2010 and 2009 and the results of its operations and its cash flows for the years then ended in accordance with Canadian generally accepted accounting principles.

[Original signed by Merwan N. Saher, CA]

Auditor General

Edmonton, Alberta
June 23, 2010

Office of the Information and Privacy Commissioner
Statements of Operations
Year ended March 31

	2010		2009
	Budget	Actual	Actual Restated (Note 8)
Revenues			
Prior Year Expenditure Refund	$ -	$ 4,198	$ 11,548
Other Revenue	-	522	270
	-	4,720	11,818
Expenses – Directly Incurred (Note 3b)			
Voted			
Salaries, Wages, and Employee Benefits	$ 4,711,500	$ 4,099,172	$ 4,182,081
Supplies and Services	978,500	1,063,150	1,199,428
Amortization of Tangible Capital Assets	32,000	26,527	31,334
Total Voted Expenses before Recoveries	5,722,000	5,188,849	5,412,843
Less: Recovery from Support Service Arrangements with Related Parties (Note 7)	(25,000)	(18,750)	(20,000)
	5,697,000	5,170,099	5,392,843
Statutory			
Valuation Adjustments			
Provision for Vacation Pay	-	79,047	39,646
	5,697,000	5,249,146	5,432,489
Loss on Disposal of Capital Assets	-	(379)	(5,340)
Net Operating Results	$ (5,697,000)	$ (5,244,805)	$ (5,426,011)

The accompanying notes and schedules are part of these financial statements.

Office of the Information and Privacy Commissioner
Statements of Financial Position
As at March 31

	2010	2009 Restated (Note 8)
Assets		
Cash	$ 100	$ 100
Accounts Receivable	1,323	2,500
Prepaid Expenses	7,291	3,737
Tangible Capital Assets (Note 4)	134,450	85,939
	$ 143,164	$ 92,276
Liabilities		
Accounts Payable and Accrued Liabilities	$ 299,702	$ 393,862
Accrued Vacation Pay	426,670	347,623
	726,372	741,485
Net Liabilities		
Net Liabilities at Beginning of Year	(649,209)	(428,959)
Net Operating Results	(5,244,805)	(5,426,011)
Net Financing Provided from General Revenues	5,310,806	5,205,761
	(583,208)	(649,209)
	$ 143,164	$ 92,276

The accompanying notes and schedules are part of these financial statements.

Office of the Information and Privacy Commissioner
Statements of Cash Flows
Year ended March 31

	2010	2009 Restated (Note 8)
Operating Transactions		
Net Operating Results	$ (5,244,805)	$ (5,426,011)
Non-cash Items Included in Net Operating Results		
Amortization of Tangible Capital Assets	26,527	31,334
Valuation Adjustments	79,047	39,646
Loss on Disposal of Tangible Capital Assets	379	5,340
	(5,138,852)	(5,349,691)
Decrease in Accounts Receivable	1,177	5,995
(Increase) Decrease in Prepaid Expenses	(3,554)	19,197
(Decrease) Increase in Accounts Payable	(94,160)	123,769
Cash Applied to Operating Transactions	(5,235,389)	(5,200,730)
Capital Transactions		
Disposal of Tangible Capital Assets	272	856
Acquisition of Tangible Capital Assets	(75,689)	(5,887)
	(75,417)	(5,031)
Financing Transactions		
Net Financing Provided From General Revenues	5,310,806	5,205,761
Decrease in Cash	-	-
Cash, Beginning of Year	100	100
Cash, End of Year	$ 100	$ 100

The accompanying notes and schedules are part of these financial statements.

Office of the Information and Privacy Commissioner
Notes to the Financial Statements
Year ended March 31

Note 1 Authority

The Office of the Information and Privacy Commissioner (the Office) operates under the authority of the *Freedom of Information and Protection of Privacy Act*. The net cost of the operations of the Office is borne by the General Revenue Fund of the Province of Alberta. Annual operating budgets are approved by the Standing Committee on Legislative Offices.

Note 2 Purpose

The Office of the Information and Privacy Commissioner provides oversight on the following legislation governing access to information and protection of privacy:

Freedom of Information and Protection of Privacy Act
Health Information Act
Personal Information Protection Act

The major operational purposes of the Office of the Information and Privacy Commissioner are:

- To provide independent reviews of decisions made by public bodies, custodians and organizations and provide resolution of complaints under the Acts;
- To advocate protection of privacy for Albertans; and
- To promote openness and accountability for Alberta public bodies.

Note 3 Summary of Significant Accounting Policies and Reporting Practices

These financial statements are prepared primarily in accordance with Canadian generally accepted accounting principles for the public sector as recommended by the Public Sector Accounting Board of the Canadian Institute of Chartered Accountants.

a) Reporting Entity

The reporting entity is the Office of the Information and Privacy Commissioner (the Office), for which the Information and Privacy Commissioner is responsible.

Office of the Information and Privacy Commissioner
Notes to the Financial Statements
Year ended March 31

Note 3 Summary of Significant Accounting Policies and Reporting Practices (continued)

a) Reporting Entity (continued)

The Office operates within the General Revenue Fund (the Fund). The Fund is administered by the Minister of Finance and Enterprise. All cash receipts of the Office are deposited into the Fund and all cash disbursements made by the Office are paid from the Fund. Net Financing provided from General Revenues is the difference between all cash receipts and all cash disbursements made.

b) Basis of Financial Reporting

Revenues

All revenues are reported on the accrual basis of accounting.

Expenses

Directly Incurred

Directly incurred expenses are those costs the Office has primary responsibility and accountability for, as reflected in the Office's budget documents.

In addition to program operating expenses such as salaries, supplies, etc., directly incurred expenses also include:

- Amortization of tangible capital assets;
- Pension costs which comprise the cost of employer contributions for current services of employees during the year; and
- Valuation adjustments which represent the change in management's estimate of future payments arising from obligations relating to vacation pay.

Incurred by Others

Services contributed by other entities in support of the Office's operations are not recognized and are disclosed in Schedule 2.

Note 3 Summary of Significant Accounting Policies and Reporting Practices (continued)

b) Basis of Financial Reporting (continued)

Assets

Financial assets are assets that could be used to discharge existing liabilities or finance future operations and are not for consumption in the normal course of operations. Financial assets of the Office are limited to financial claims, such as receivables from other organizations.

Tangible capital assets of the Office are recorded at historical cost and are amortized on a straight-line basis over the estimated useful lives of the assets. The threshold for tangible capital assets is $5,000.

Liabilities

Liabilities are recorded to the extent that they represent present obligations as a result of events and transactions occurring prior to the end of the fiscal year. The settlement of liabilities will result in sacrifice of economic benefits in the future.

Net Liabilities

Net liabilities represents the difference between the carrying value of assets held by the Office and its liabilities.

Valuation of Financial Assets and Liabilities

Fair value is the amount of consideration agreed upon in an arm's length transaction between knowledgeable, willing parties who are under no compulsion to act.

The fair values of cash, accounts receivable, accounts payable and accrued liabilities are estimated to approximate their carrying values because of the short term nature of these instruments.

Office of the Information and Privacy Commissioner
Notes to the Financial Statements
Year ended March 31

Note 4 Tangible Capital Assets

	Office equipment and furniture	Computer hardware and software	2010 Total	2009 Total
Estimated Useful Life	10 years	3-5 years		
Historical Cost				
Beginning of Year	$ 283,278	$ 153,111	$ 436,389	$ 698,138
Additions	-	75,689	75,689	5,887
Disposals, Including Write-Downs	(2,235)	(41,079)	(43,314)	(267,636)
	$ 281,043	$ 187,721	$ 468,764	$ 436,389
Accumulated Amortization				
Beginning of Year	$ 205,893	$ 144,557	$ 350,450	$ 580,556
Amortization Expense	22,376	4,151	26,527	31,334
Effect of Disposals	(1,584)	(41,079)	(42,663)	(261,440)
	$ 226,685	$ 107,629	$ 334,314	$ 350,450
Net Book Value at March 31, 2010	$ 54,358	$ 80,092	$ 134,450	
Net Book Value at March 31, 2009	$ 77,385	$ 8,554		$ 85,939

Note 5 Defined Benefit Plans

The Office participates in the multiemployer Management Employees Pension Plan and Public Service Pension Plan. The Office also participates in the multiemployer Supplementary Retirement Plan for Public Service Managers. The expense for these pension plans is equivalent to the annual contributions of $497,304 for the year ended March 31, 2010 (2009 –$443,104).

At December 31, 2009, the Management Employees Pension Plan reported a deficiency of $483,199,000 (2008 – $568,574,000) and the Public Service Pension Plan reported a deficiency of $1,729,196,000 (2008 – $1,187,538,000). At December 31, 2009, the Supplementary Retirement Plan for Public Service Managers had a deficiency of $39,516,000 (2008 – $7,111,000).

The Office also participates in a multiemployer Long Term Disability Income Continuance Plan. At March 31, 2010, the Management, Opted Out and Excluded Plan reported an actuarial surplus of $7,431,000 (2009 – deficiency of $1,051,000). The expense for this plan is limited to employer's annual contributions for the year.

Office of the Information and Privacy Commissioner
Notes to the Financial Statements
Year ended March 31

Note 6 Contractual Obligations

Contractual obligations are obligations of the Office to others that will become liabilities in the future when the terms of contracts or agreements are met.

	2010	2009
Obligations under operating leases and contracts	$ 18,071	$ 18,776

Estimated payment requirements for each of the next three years are as follows:

	Total
2010-11	$ 14,591
2011-12	2,000
2012-13	1,480
	$ 18,071

Note 7 Related Party Transactions

The Office of the Information and Privacy Commissioner provided human resource and financial services to the Office of the Ethics Commissioner. The agreement to provide these services terminated December 31, 2009. Recovery from Support Service Arrangements with Related Parties, in the amount of $18,750 is disclosed as a recovery of expenses.

Note 8 Comparative Figures Restated

Effective April 1, 2009, the Office of the Information and Privacy Commissioner transferred budgetary responsibilities for Information Technology Services (software licenses) to the Ministry of Service Alberta. The 2009 comparatives have been restated as if the Ministry had always been assigned with its current responsibilities. Expenses for 2008-2009 were decreased by $12,000 and the Net Financing Provided from General Revenues was decreased by $12,000 resulting in no change in net assets as at March 31, 2009.

Note 9 Approval of Financial Statements

These financial statements were approved by the Information and Privacy Commissioner.

Schedule 1

Office of the Information and Privacy Commissioner
Salary and Benefits Disclosure
Year ended March 31

	2010				2009
	Base Salary [(a)]	Other Cash Benefits [(b)]	Other Non-cash Benefits [(c)]	Total	Total
Senior Official					
Information and Privacy Commissioner [(d)]	$ 237,788	$ 6,545	$ 59,836	$ 304,169	$ 282,264

Prepared in accordance with Treasury Board Directive 12/98 as amended.

(a) Base salary includes pensionable base pay.

(b) Other cash benefits is lump sum payments.

(c) Other non-cash benefits include the government's share of all employee benefits and contributions or payments made on behalf of employee, including pension, health care, dental coverage, group life insurance, short and long term disability plans, professional memberships and tuition fees.

(d) Automobile provided, no dollar amount included in other non-cash benefits.

Schedule 2

Office of the Information and Privacy Commissioner
Allocated Costs
Year ended March 31

	2010					2009
		Expenses - Incurred by Others		Valuation Adjustments[d]		
Program	Expenses[a]	Accommodation Costs[b]	Telephone Costs[c]	Vacation Pay	Total Expenses	Total Expenses Restated (Note 8)
Operations	$5,170,099	$ 397,390	$ 15,393	$ 79,047	$5,661,929	$5,799,131

[a] Expenses - Directly Incurred as per Statement of Operations, excluding valuation adjustments.

[b] Costs shown for Accommodation (includes grants in lieu of taxes), allocated by square footage.

[c] Telephone Costs is the line charge for all phone numbers.

[d] Valuation Adjustments as per Statement of Operations.

APPENDICES

Appendix A: Cases Opened 2009-10 Fiscal Year by Public Body, Custodian and Organization Type

STATISTICS ARE FROM THE PERIOD APRIL 1, 2009 TO MARCH 31, 2010

FOIP Public Body Type	Advice and Direction	Authorization to Disregard Request	Complaint	Comment on Programs	Excuse Fees	Investigation Generated by Commissioner	Offense Investigation	Privacy Impact Assessments	Request for Information	Request for Review	Request for Review Third Party	Request Time Extension	Self-reported Breach	Total
Boards	0	1	8	0	1	1	0	3	0	4	1	4	0	**23**
Child and Family Service Authorities	0	0	3	0	0	2	0	1	0	4	1	3	1	**15**
Colleges	0	0	1	0	0	0	0	0	2	0	0	0	0	**3**
Commissions	0	0	1	0	0	0	0	1	0	3	0	0	0	**5**
Crown Corporation	0	0	1	0	0	0	0	0	0	1	0	0	0	**2**
Government Ministries/ Departments	1	2	14	0	1	5	0	21	22	47	10	13	8	**144**
Foundations	0	0	1	0	0	0	0	0	0	0	0	0	0	**1**
Independent Agency	0	0	2	0	0	0	0	0	0	1	0	0	0	**3**
Law Enforcement Agencies	1	0	14	0	0	0	0	1	2	33	0	2	1	**54**
Local Government Bodies	0	0	0	0	0	1	0	0	1	1	0	0	0	**3**
Long Term Care Center	0	0	0	0	0	0	0	0	0	4	0	0	0	**4**
Metis Settlements	0	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Municipalities	0	0	14	0	3	2	0	0	4	47	6	5	3	**84**
Officers of the Legislature	0	0	0	0	0	0	0	0	0	1	0	0	0	**1**
Premier's Office	0	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Health Authority	0	0	17	0	0	1	0	2	1	11	1	1	1	**35**
School Districts	0	0	8	0	0	1	0	0	2	10	0	0	1	**22**
Universities	0	0	4	0	0	1	0	4	7	6	1	2	2	**27**
*Other Public Bodies	0	0	0	0	0	0	0	0	1	3	0	0	0	**4**
Total	**2**	**3**	**88**	**0**	**5**	**14**	**0**	**33**	**42**	**176**	**20**	**30**	**17**	**430**

* Public Body types identified as "Other" category include: Parties contracted by a Public Body.

HIA Custodian Type	Advice and Direction	Authorization to Disregard Request	Complaint	Comment on Programs	Excuse Fees	Investigation Generated by Commissioner	Offense Investigation	Privacy Impact Assessments	Request for Information	Request for Review	Request for Review Third Party	Request Time Extension	Self-reported Breach	Total
Alberta Health and Wellness	0	0	1	1	0	1	0	18	10	1	0	0	5	**37**
Custodians Pursuant to the Regulations	0	0	2	0	0	1	0	2	14	0	0	0	0	**19**
Long Term Care Facilities	0	0	0	0	0	0	0	10	1	0	0	0	1	**12**
Pharmacies/Pharmacists	0	0	2	0	0	0	0	375	4	1	0	0	4	**386**
Provincial Boards	0	0	0	0	0	0	0	0	1	0	0	0	0	**1**
Physicians	0	1	4	0	1	2	0	211	7	14	0	0	11	**251**
Regional Health Authorities	0	0	17	0	0	11	1	56	4	16	0	0	24	**129**
*Other Custodians	0	0	0	0	0	0	0	8	13	1	0	0	2	**24**
Total	**0**	**1**	**26**	**1**	**1**	**15**	**1**	**680**	**54**	**33**	**0**	**0**	**47**	**859**

* Custodian types identified as "Other" category include: Community Health Councils, Chiropractors, Dental Mechanics, Dental Surgeons, Opticians, Optometrists, Osteopaths, Podiatrists and Subsidiary Health Corporations.

PIPA Organization Type	Advice and Direction	Authorization to Disregard Request	Complaint	Comment on Programs	Excuse Fees	Investigation Generated by Commissioner	Offense Investigation	Privacy Impact Assessments	Request for Information	Request for Review	Request for Review Third Party	Request Time Extension	Self-reported Breach	Total
Accommodation & Food Services	0	0	12	0	0	1	1	0	0	2	0	0	0	0
Admin & Support Services	0	0	6	0	0	0	0	0	0	1	0	0	0	0
Construction	0	0	7	0	0	0	0	0	0	3	0	0	0	0
Educational Services	0	0	4	0	0	0	0	0	1	1	0	0	0	0
Finance	0	0	16	0	0	1	0	0	2	2	0	0	4	0
Private Healthcare & Social Assistance	0	0	12	0	1	1	0	1	0	9	0	0	3	0
Information & Cultural Industries	0	0	3	0	0	0	0	0	0	0	0	0	1	0
Insurance Industry	0	0	6	0	0	0	0	0	0	2	0	0	2	0
Manufacturing	0	0	8	0	0	0	0	0	0	6	0	0	1	0
Mining, Oil & Gas	0	1	6	0	0	0	0	0	1	4	0	0	1	0
Professional, Scientific & Technical	0	0	14	0	0	0	0	0	1	9	0	0	0	0
Public Administration	0	0	1	0	0	0	0	0	0	0	0	0	0	0
Real Estate, Rental, Leasing	0	0	28	0	0	0	0	0	0	2	0	0	0	0
Retail	0	0	25	0	0	0	0	0	0	8	0	0	1	0
Transportation	0	0	4	0	0	0	0	0	0	0	0	0	0	0
Utilities	0	0	1	0	0	0	0	0	1	1	0	0	0	0
Wholesale Trade	0	0	3	0	0	0	0	0	0	1	0	0	0	0
Arts, Entertainment & Recreation	0	0	3	0	0	0	0	0	0	2	0	0	0	0
*Other Services	0	0	29	0	3	1	0	0	6	11	0	0	2	0
Total	**0**	**1**	**188**	**0**	**4**	**4**	**1**	**1**	**12**	**64**	**0**	**0**	**15**	**0**

* Other Services include repair, personal care, beauty shops, unions, parking lots, religious organizations, business associations, political organizations, professional regulatory organizations, courier services, agricultural companies and condo boards.

Appendix B: Cases Closed 2009-10 Fiscal Year by Public Body, Custodian and Organization Type

STATISTICS ARE FROM THE PERIOD APRIL 1, 2009 TO MARCH 31, 2010

FOIP Public Body Type	Advice and Direction	Authorization to Disregard Request	Complaint	Comment on Programs	Excuse Fees	Investigation Generated by Commissioner	Offense Investigation	Privacy Impact Assessments	Request for Information	Request for Review	Request for Review Third Party	Request Time Extension	Self-reported Breach	Total
Boards	0	0	10	0	0	1	0	4	0	3	5	4	0	**27**
Child and Family Service Authorities	0	0	6	0	0	2	0	1	0	4	1	3	2	**19**
Colleges	0	0	1	0	0	1	0	0	2	0	0	0	0	**4**
Commissions	0	1	1	0	0	0	0	1	0	1	0	0	0	**4**
Crown Corporation	0	0	1	0	1	0	0	0	1	0	0	0	0	**3**
Government Ministries/ Departments	1	2	14	0	2	4	0	18	19	55	14	12	10	**151**
Foundations	0	0	1	0	0	0	0	0	0	0	0	0	0	**1**
Independent Agency	0	0	2	0	0	0	0	0	0	1	0	0	0	**3**
Law Enforcement Agencies	1	0	13	0	1	1	0	1	2	35	0	3	1	**58**
Local Government Bodies	0	0	1	0	0	1	0	0	1	3	0	0	0	**6**
Long Term Care Centers	0	0	4	0	0	0	0	0	0	3	0	0	0	**7**
Metis Settlements	0	0	1	0	0	0	0	0	0	0	0	0	0	**1**
Municipalities	1	0	13	0	2	0	0	1	4	49	3	5	4	**82**
Officers of the Legislature	0	0	1	0	0	0	0	0	1	1	0	0	0	**2**
Premier's Office	0	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Health Authority	0	0	24	0	0	0	0	2	2	9	2	1	1	**41**
School Districts	0	0	12	0	0	2	0	0	1	15	0	0	1	**31**
Universities	0	0	2	0	0	0	0	3	8	10	1	2	3	**29**
*Other Public Bodies	1	0	0	0	0	0	0	0	1	3	0	0	0	**5**
Total	**4**	**3**	**107**	**0**	**6**	**12**	**0**	**31**	**42**	**192**	**26**	**30**	**22**	**475**

* Public Body types identified as "Other" category include: Parties contracted by a Public Body.

HIA Custodian Type	Advice and Direction	Authorization to Disregard Request	Complaint	Comment on Programs	Excuse Fees	Investigation Generated by Commissioner	Offense Investigation	Privacy Impact Assessments	Request for Information	Request for Review	Request for Review Third Party	Request Time Extension	Self-reported Breach	Total
Alberta Health and Wellness	0	0	1	1	0	1	0	19	10	0	0	0	9	**41**
Custodians Pursuant to the Regulations	0	0	0	0	0	0	0	12	16	0	0	0	2	**30**
Long Term Care Facilities (LTCC)	0	0	1	0	0	2	0	7	1	0	0	0	1	**12**
Pharmacies/Pharmacists	0	0	1	0	0	0	0	382	5	1	0	0	2	**391**
Physicians	0	1	4	0	0	5	0	199	5	12	0	0	10	**236**
Provincial Boards	0	0	0	0	0	0	0	6	1	0	0	0	0	**7**
Regional Health Authorities	0	0	13	0	0	7	1	81	4	19	0	0	29	**154**
*Other Custodians	0	0	0	0	0	0	0	4	9	1	0	0	0	**14**
Total	**0**	**1**	**20**	**1**	**0**	**15**	**1**	**710**	**51**	**33**	**0**	**0**	**53**	**885**

* Custodian types identified as "Other" category include: Community Health Councils, Chiropractors, Dental Mechanics, Dental Surgeons, Opticians, Optometrists, Osteopaths and Podiatrists.

PIPA Organization Type	Advice and Direction	Authorization to Disregard Request	Complaint	Comment on Programs	Excuse Fees	Investigation Generated by Commissioner	Offense Investigation	Privacy Impact Assessments	Request for Information	Request for Review	Request for Review Third Party	Request Time Extension	Self-reported Breach	Total
Accommodation & Food Services	0	0	12	0	0	1	0	0	0	1	0	0	0	**14**
Admin & Support Services	0	0	8	0	0	0	0	0	0	2	0	0	0	**10**
Construction	0	0	3	0	0	0	0	0	0	3	0	0	0	**6**
Educational Services	0	0	1	0	0	0	0	0	0	0	0	0	0	**1**
Finance	0	0	17	0	0	1	0	0	2	3	0	0	5	**28**
Private Healthcare & Social Assistance	0	0	13	0	0	1	0	1	0	9	0	0	3	**27**
Information & Cultural Industries	0	0	5	0	0	0	0	0	0	0	0	0	1	**6**
Insurance Industry	0	0	7	0	0	0	0	0	0	3	0	0	2	**12**
Manufacturing	0	0	6	0	0	0	0	0	0	5	0	0	1	**12**
Mining, Oil & Gas	0	0	13	0	0	0	0	0	0	2	0	0	1	**16**
Professional, Scientific & Tech.	0	0	10	0	0	0	0	0	1	4	0	0	0	**15**
Public Administration	0	0	0	0	0	0	0	0	1	0	0	0	0	**1**
Real Estate, Rental, Leasing	0	0	27	0	0	0	0	0	0	3	0	0	0	**30**
Retail	0	0	19	0	0	0	0	0	0	7	0	0	1	**27**
Transportation	0	0	1	0	0	0	0	0	0	0	0	0	0	**1**
Utilities	0	0	1	0	0	0	0	0	1	1	0	0	1	**4**
Wholesale Trade	0	0	5	0	0	0	0	0	0	1	0	0	0	**6**
Arts, Entertainment & Recreation	0	0	2	0	0	0	0	0	0	3	0	0	0	**5**
*Other Services	0	1	26	0	2	1	0	0	3	11	0	0	2	**46**
Total	**0**	**1**	**176**	**0**	**2**	**4**	**0**	**1**	**8**	**58**	**0**	**0**	**17**	**267**

* Other Services include repair, personal care, beauty shops, unions, parking lots, religious organizations, business associations, political organizations, professional regulatory organizations, courier services, agricultural companies and condo boards.

Appendix C: Orders and Public Investigation Reports Issued

STATISTICS ARE FROM THE PERIOD APRIL 1, 2009 TO MARCH 31, 2010

FOIP Respondent	Orders	Decisions	Public	Total
Agriculture Financial Services Corporation	1	0	0	1
Alberta Employment & Immigration	2	0	0	2
Alberta Energy	1	0	0	1
Alberta Health Services	1	0	0	1
Alberta Housing & Urban Affairs	1	0	0	1
Alberta Insurance Council	1	0	0	1
Alberta Justice & Attorney General	2	0	0	2
Alberta Seniors & Community Supports	1	0	0	1
Alberta Solicitor General & Public Security	0	1	0	1
Alberta Transportation	1	0	0	1
Attendance Board	1	0	0	1
Board of Trustees of Edmonton School District	2	0	0	2
Calgary and Area Child and Family Services Authority (CFSA)	3	0	0	3
Calgary Police Service	3	0	0	3
Caritas Health Group – Covenant Health	0	0	1	1
City of Edmonton	2	0	0	2
City of St. Albert	1	0	0	1
Corporate Human Resources	1	0	0	1
Edmonton Police Commission	1	0	0	1
Edmonton Police Service	5	0	0	5
Grande Yellowhead Reg. Div. #35	0	1	0	1
Lethbridge Regional Police Commission	1	0	0	1
Mount Royal University	1	0	0	1
Service Alberta	1	0	0	1
Southern Alberta Institute of Technology	0	0	1	1
University of Alberta	4	0	0	4
University of Calgary	2	0	0	2
Sub-Total	**39**	**2**	**2**	**43**

HIA Respondent	Orders	Decisions	Public	Total
Alberta Health Services	1	0	1	2
Caritas Health Group – Covenant Health	0	0	2	2
Dr. James Kozan	0	0	1	1
Dr. Johan Myburgh	0	0	1	1
Sub-Total	**1**	**0**	**5**	**6**

PIPA Respondent	Orders	Decisions	Public	Total
Alberta College and Association of Chiropractors	1	0	0	1
Beattie Homes (Edm) Inc.	1	0	0	1
Calian Ltd.	1	0	0	1
Cardinal Coach Lines Ltd.	1	0	0	1
College of Alberta Psychologists	1	0	0	1
Dr. Mary McCallum (Registered Psychologist)	1	0	0	1
Longley Condominium Services Ltd., Condominium Corp. 7910117	1	0	0	1
Mark's Work Wearhouse Ltd.	0	0	1	1
Odyssey Health Services	1	0	0	1
Real Estate Council of Alberta	1	0	0	1
Realty Executives Synergy	1	0	0	1
Servus Credit Union	1	0	0	1
Sun Life Assurance Company of Canada	0	0	1	1
Sub-Total	**11**	**0**	**2**	**13**
Total	**51**	**2**	**9**	**62**

FOIP Orders: 39 (39 cases)

HIA Orders: 1 (1 cases)

PIPA Orders: 11 (12 cases)

This Table contains all Orders released by the OIPC whether the issuance of the Order concluded the matter or not. The OIPC has issued Orders during this Fiscal Year that related to the matter but did not conclude/close the file.

Notes: Orders with one order number covering more than one public body or organization are counted as one order; an order containing more than one order number is counted according to the number of order numbers listed on the order.

Some Orders and/or Report Numbers were assigned to more than one case.

Orders are recorded by the date the Order was signed, rather than the date the Order was publicly released.

Under the legislation, only certain case types can proceed to inquiry if the matters are not resolved at mediation/investigation. The above statistics are those case types that can proceed to inquiry (Request for Review and Complaint files).

Please refer to Tables 1 and 2 and Appendices A and B for total cases opened and closed. A copy of all Orders and Investigation Reports are available on the Office's web site **www.oipc.ab.ca**.

Appendix D: Accepted Privacy Impact Assessments by Public Body and Custodian Type: 2009-10

STATISTICS ARE FROM THE PERIOD APRIL 1, 2009 TO MARCH 31, 2010

Public Body	PIA Title
Ministry/Department	
Alberta Advanced Education & Technology	Secure Identity and Access Management System (SIAMS)
Alberta Children and Youth Services	High School Child Care Career Scholarship Program
	Special Case Review Reports
Alberta Corporate Human Resources	Security Screening Directive
Alberta Employment and Immigration	CURAM for the Alberta Works Enterprise Solution Program
	Alberta Works Enterprise Solution Project – MOBIUS
	Office of Statistics and Information (OSI)
	Industry Training Tracking System (ITTS)
	Surveillance Cameras – Labour Market Information Centre (LMIC)
Alberta Health and Wellness	Human Resources eRecords Management System
	Amendments (3) for HRMS Peoplesoft Phase 2
	Clinical Stabilization Initiative (CSI) – Rural, Remote, Northern Program (RRNP) Long-Term Solution
Alberta Justice and Attorney General	Motor Vehicle Accident Claims Program (MVAC Program)
	Child Support Recalculation Program
Alberta Seniors and Community Supports	Adult Guardinship and Trusteeship Act (AGTA), to replace the Dependent Adults Act
Alberta Tourism, Parks & Recreation	Alberta Centralized Reservation & Registration Service (CRRS)
Boards	
Workers' Compensation Board	Self-serve Account Management (SAM) Project
	The Worker Online Services (WOS) Project
	Direct Deposit Service for Claims Related Payments Project
Alberta Mental Health Board	Provincial Diversion Program
Commissions	
Office of the Ethics Commissioner	Lobbyists Registry
Law Enforcement	
Calgary Police Service	City of Calgary's Waterworks Water Billing Operation Repository (WBOR)
Child and Family Service Authorities	
Region 3 Calgary and Area CFSA	Calgary Rocky View Student Health Partnership (CRVSHP) Community Outreach in Pediatrics/Psychiatry and Education (COPE) Web Based Calendar
Health Authority	
Alberta Health Services	e-Partners
	ConfidenceLine
Municipalities	
City of Calgary	Transit DriveCam
Universities	
Athabasca University	Student Financial Assistance (SFA) Unit Project with CatchMyData Inc.
	Examination Restructuring sub-project with Catch My Data/QLOX
Custodian	
Regional Health Authorities (RHA)	
Alberta Health Services	Amendment to the Alberta Cancer Board (ACB) Alberta Breast Cancer Screening Program ("ABCSP")
	Part A: Amendment -St. Albert & Sturgeon Primary Care Network (PCN)
	Amendment to Alberta Cancer Board (ACB) Electronic Transfer of Digital Images (Cross Cancer Institute/Edmonton)

Public Body	PIA Title
Alberta Health Services, continued...	Family & Community Resource Centre Family eForums Project (FCRC)
	Antibiotic Resistant Information System (ARIS)
	Weightwise Administrative Dashboard
	PaceArt
	Alberta Heartland PCN PIA
	TeleStroke – Addendum #1
	Amendment to the Alberta Cancer Board (ACB) and Alberta Health and Wellness' (AHW) joint PIA for Cervical Cancer Screening (CCS)
	Tobacco Group Cessation Program (Quitcote)
	Community Care Local Database (CCLD) Amendment #4
	Stollery Sleep Lab Contracted Study Scoring
	Human Resources eRecords Management System
	Amendments (3) for HRMS Peoplesoft Phase 2
	Remote User Access to AHS-Chinook Network
	Big Country Primary Care Network Privacy Impact Assessment – Addendum #1
	Northern Alberta Renal Program (NARP) Dialysis Bus
	Public Health Module (CMPH) Meditech
	Datafax
	Medworxx
	Amendment to PACS
	Alberta Colorectal Cancer Screeing Program" – Amendment PIA expanded to include Palliser and Chinook areas
	Calgary Foothills PCN Obstetrics Centre
	Living Donor Paired Exchange (Canadian Blood Services Registry) Amendment
	AHS Regional Dictation System
	Southern Alberta clinic Database (SAC)
	Part Transcribed Reports Electronic Respository (TREP)
	Amendment Millennium
	Picture Archival & Communication System (PACS) Implementation of iSite Enterprise in AHS Chinook/Palliser
	Alberta Trauma Registry
	Low Risk Maternity Clinic
	HONOS Measurement of Outcomes Database
	Respiratory Syncytial Prophylaxis (RSVP) Database
	McLeod River PCN
	Unattached Patient Web Registry
	e-Partners
	After Hours Clinic
	ConfidenceLine
	Coordination and Referral Information System (CRIS)
Aspen Health Region	Pharmafile – Anticoagulation Managment Services (AMS)
Calgary Health Region	South Calgary PCN Health Management Clinic and EMR Implementation
	Millennium LIS/RIS/ESM

Public Body	PIA Title
Capital Health Region	Amendment – ARTSSN (Alberta Real Time Syndromic Surveillance Net)
	Health Link Alberta Patient Care Access
	Living Donar Paired Exchange(Canadian Blood Services Registry)
	Radiology Information System (RIS) and Talk
	Picture Archiving Communications Systesm (PACS) Upgrade
	Captial Health Chronic Disease Management Quality of Life Measurement Tool
	Smart Intravenous Infusion Pumps
	Critical Care Information Systesms
	Occupational Health and Safety Medgate Software System
Chinook Health Region	Patient Panel Data Analysis – a Data Matching Project between Chinook Health, Family Practice Physicians and Alberta Health and Wellness
David Thompson Health Region	David Thompson Health Region Trauma Registry
	Addendum of the PIA for the Clinical Breast Health Project
	Cardiology Data Management
East Central Health Region	Facial Analysis Software
	Regional Dictation System
Health Quality Council of Alberta	Addendum to the Quality Reporting Initiative – Collection and Data Matching
	Quality Reporting Initiative – Collection and Data Matching
	Patient Experience Surveys
Northern Lights Health Region	Telehealth Project Amendment
Peace Country Health Region	Picture Archival Communication System (PACS)
	Peace Country Health's Pharmacy Department
Physicians	
Dr. Sheri A. Bellerose	Alberta Netcare Portal
Dr. Nadine Letwin	Alberta Netcare Portal
Dr. Morely Bleviss	Alberta Netcare Portal
Dr. Jerald S. Pruner	Alberta Netcare Portal
Dr. T.E.X. (Tom) Corbet, Dr. M.R. (Mike) Bow, Dr. Ronald J. (Ron) Brown, Dr. L.G. (Len) Evenson, Dr. Carlissa Wittner-Smith, Dr. J (Jill) Griffiths, Dr. S.(Sandra) Baydock, Dr. S.N. (Nan) Schuurmans	Alberta Netcare Portal
Dr. B. Gagnon, Dr. H. Dippenaar, Dr. B. Lee, Dr. J. Tam, Dr. S. Ward	Alberta Netcare Portal
Dr. Norman C. Walz	Alberta Netcare Portal
Dr. Sandrasekeram Patatmeswaran	Alberta Netcare Portal
Dr. Surinder Khinda	Alberta Netcare Portal
Dr. Michel V. Lavoie	Alberta Netcare Portal
Dr. L. Elumir	Alberta Netcare Portal
Dr. C.W. Westmacott	Alberta Netcare Portal
Dr. Michael J. Hobart	Alberta Netcare Portal
Dr. Marvin Weisler	
Dr. Perry M. Segal	Alberta Netcare Portal
Dr. Karim Punja	Alberta Netcare Portal
Dr. Nicola R. Chappell, Dr. Nadine Lundgren, Dr. Susan Sutton, Dr. Krista van Essen	Alberta Netcare Portal
Dr. W.A. (Bill) Emery	Alberta Netcare Portal
Dr. Jack Y. Chu, Dr. Sandi Frank, Dr. David McManus	Alberta Netcare Portal
Dr. Allan Garbutt, Dr. William Sara, Dr. Peter McKernan, Dr. Leslie Garland	Alberta Netcare Portal
Dr. Barrie Steed, Dr. Silvia Watman, Dr. David Lyons, Dr. Shaunna Menard	Alberta Netcare Portal
Dr. Martin Davies, Dr. Cheryl Whitehead, Dr. Dena Keashly	Alberta Netcare Portal
Dr. Pramod K. Verma	Alberta Netcare Portal
Dr. Leon Burger, Dr. Michael Burger	Alberta Netcare Portal
Dr. Werner De Vos	Alberta Netcare Portal
Dr. Abaya Venumbaka, Dr. Siv Anand Venumbaka	Alberta Netcare Portal

Public Body	PIA Title
Dr. Zbigniew Sawicki	Alberta Netcare Portal
Dr. J.F. (Ted) Thaell	Alberta Netcare Portal
Dr. Hakique Virani, Dr. Shainoor Ismail, Dr. Huiming Yang	Alberta Netcare Portal
Dr. W. A. Ruzycki	Alberta Netcare Portal
Dr. Norbert J. Witt, Dr. Ken Makus, Dr. Robert Pilroy	Alberta Netcare Portal
Dr. Ruben G. Hansen	Alberta Netcare Portal
Dr. Meghna P. Juta	Physician Office System Program (POSP)
Dr. Helen Akosile-Xulu	Physician Office System Program (POSP)
Dr. Helene Cuddihy, Dr. Phuoc Hai Le, Dr. Jennifer Minsos, Dr. Marc Saint-Martin	Physician Office System Program (POSP)
Dr. Shmuel Yablonsky	Physician Office System Program (POSP)
Dr. Janet Balderston	Physician Office System Program (POSP)
Dr. Byron Wong, Dr. Douglas Yeung, Dr. Nathan Chan, Dr. Jane Cassie, Dr. Sarah Hall	Physician Office System Program (POSP)
Dr. Jaggi Rao, Dr. Gilles Lauzon, Dr. Stewart Adams, Dr. Kenneth W. Alanen, Dr. Robert Brown	Physician Office System Program (POSP)
Dr. M. Abufayed	Physician Office System Program (POSP)
Dr. Mohamded Ighema	Physician Office System Program (POSP)
Dr. Neil E. Brown, Dr. Dale Lien, Dr. Eric Wong, Dr. Ronald Damant, Dr. Irvin Mayers, Dr. Justin Weinkauf, Dr. Harissios Vliagoftis, Dr. Mohit Bhutani, Dr. Brian McNab, Dr. Geetika Ekta Verma, Dr. Meena Kalluri	Physician Office System Program (POSP)
Dr. A. Ogundiya, Dr. A. Adebayo, Dr. J. Namusuubo, Dr. D. Andrew, Dr. L. Rebus, Dr. C. Cheslock, Dr. S. Azer, Dr. A. Fahoum, Dr. S. Hyderman	Physician Office System Program (POSP)
Dr. Patrick Pierse, Dr. Robert Moriatey, Dr. Geeta Sukhrani	Physician Office System Program (POSP)
Dr. Andy Wong, Dr. Vanda Phillips, Dr. Alvin Tam, Dr. Patrick Wong, Dr. Kwanling Chin, Dr. Elizabeth Downie	Physician Office System Program (POSP)
Dr. Greg Ninian, Dr. Chris Nichol, Dr. Willem Slabbert, Dr. Leif E. Bredesen, Dr. Dennis Cook, Dr. Gerry Tobet, Dr. Ernest Hilderman, Dr. George Torok Both, Dr. Tejinder Sainbhee, Dr. John N. Fletcher, Dr. Franco Leoni, Dr. Sunail Kumar, Dr. Jaimala Mahata, Dr. Woute	Physician Office System Program (POSP)
Dr. Folake Pepple	Physician Office System Program (POSP)
Dr. Eva De Doming, Dr. D. Terry Unger, Dr. Florence Tam	Physician Office System Program (POSP)
Dr. Anton Raubenheimer, Dr. Stephan Raubenheimer	Physician Office System Program (POSP)
Dr. Amarjit Narula, Dr. Catherine Peters, Dr. Patrick Renchko, Dr. Tasneem Sawani, Dr. Lana Stromberg, Dr. Khalida Tariq	Physician Office System Program (POSP)
Dr. Jaimie Cervantes, Dr. Farooq	Physician Office System Program (POSP)
Dr. Michele Deyholos, Dr. Yolanda Kao, Dr. Kathy Savoia, Dr. Beverley Prieur, Dr. Brendan Adams	Physician Office System Program (POSP)
Dr. Michele Deyholos, Dr. Yolanda Kao, Dr. Kathy Savoia, Dr. Beverley Prieur, Dr. Brendan Adams	Physician Office System Program (POSP) – Wireless
Dr. Robert W. Stecyk;, Dr. Purnima Dutt, Dr. Mohammed Gauri, Dr. Neil Michael Heard, Dr. Mohammed Hoque	Physician Office System Program (POSP)
Dr. Vicci Fourie, Dr. Gina Arps, Dr. Noel Da Cuhna, Dr. Johannes De Kock, Dr. Trevor Finney, Dr. John Gokiert, Dr. Jacqueline Holm-Jhass, Dr. James Keay, Dr. Jan Lategan, Dr. Van Jaarsveldt	Physician Office System Program (POSP)
Dr. Moses Ovakporaye	Physician Office System Program (POSP)
Dr. Kim Wilmot, Dr. Bob Harper, Dr. Ron Young, Dr. Jim Mayhew	Physician Office System Program (POSP)
Dr. Michael J. Hamilton, Dr. Daniel Robert Berendt, Dr. Gunnar S. Mytholm, Dr. Barbara Anne Sinn, Dr. Ralph Dieter Sinn, Dr. Mary Elizabeth Chisholm, Dr. Brian Robert William Lasner	Physician Office System Program (POSP)
Dr. Dan Ross	Physician Office System Program (POSP)
Dr. Sidney W. Harrison	Physician Office System Program (POSP)
Dr. Paul K. Chiu, Dr. Sheryl Chiang, Dr. Vernie Yee	Physician Office System Program (POSP)
Dr. Douglas Fonteyne, Dr. Darrel Hartman, Dr. Colleen Johnston, Dr. John Chiu	Physician Office System Program (POSP)
Dr. Dilip Nandi, Dr. Jayashri Nandi, Dr. Suresh Kanani, Dr. Marie Krysicka, Dr. Kristina Zakhary, Dr. Serena Pires	Physician Office System Program (POSP)
Dr. David O. Adams, Dr. Walter J. yakimets, Dr. Dale F. Berg, Dr. David W. Olson	Physician Office System Program (POSP)
Dr. Nicholas J. Morison	Physician Office System Program (POSP)
Dr. Robert Halse, Dr. Schalk Greyling, Dr. Martha Catherine Du Toit, Dr. Yunus Moola, Dr. Greg Chan	Physician Office System Program (POSP)
Dr. Krish S.M. Dhunnoo	Physician Office System Program (POSP)
Dr. Moises Lasaleta, Dr. Chitralka Naidoo, Dr. Farook Oosman, Dr. Katrina Nicholson, Dr. Teresa Marie Sztukowski, Dr. Hidayat Ullah, Dr. Rohel Lopez, Dr. Dubraca Rakic, Dr. Nesrin Yakout	Physician Office System Program (POSP)
Dr. Mark Thorogood	Physician Office System Program (POSP)
Dr. Ben Milud Jalutha Bashit, Dr. George Mini, Dr. Jim Jean Sue, Dr. Nasser Ali, Dr. Wadhera Sanjay	Physician Office System Program (POSP)
Dr. David Roseman, Dr. Raphael Shaton	Physician Office System Program (POSP)
Dr. Neeraj Bector, Dr. Brian Isaacson, Dr. Assad Omar, Dr. Daniel D. Sereda, Dr. Jonathon Prosen	Physician Office System Program (POSP)
Dr. Marie J. Walsh	Physician Office System Program (POSP)

Public Body	PIA Title
Dr. Paul Andersson, Dr. Jeffrey Yeung, Dr. Mark Addison, Dr. Stephen Cooper, Dr. Ulrich Hauf, Dr. Carmen Poirier	Physician Office System Program (POSP)
Dr. Louis Coetzee, Dr. P. James Ruiter, Dr. Edwards Ndori, Dr. Thacine van Deventer, Dr. F. Fourie, Dr. Maria Hauptfleisch, Dr. Leonard de Freitas, Dr. Jacobus Muller, Dr. Ricards Mentz, Dr. Petrus Kruger	Physician Office System Program (POSP)
Dr. Hugo Sutton	Physician Office System Program (POSP)
Dr. Zenia Kuc, Dr. John Clarke, Dr. Jackie Rokosh, Dr. Deirdre Clarke	Physician Office System Program (POSP)
Dr. Amik Bassi, Dr. Jagdeep Badhesha, Dr. Espheram Reddy	Physician Office System Program (POSP)
Dr. Mohammad Badawi	Physician Office System Program (POSP)
Dr. Dennis E. Fundytus	Physician Office System Program (POSP)
Dr. Matthew Muirhead, Dr. Paul Hardy, Dr. Pete Panayides, Dr. Lawrence Farries, Dr. Sean Gregg	Physician Office System Program (POSP)
Dr. Jacob Johannes Maritz, Dr. Andries Johannes Botha, Dr. Jean Du Rand, Dr. Mia Britz	Physician Office System Program (POSP)
Dr. Bradley Stewart	Physician Office System Program (POSP)
Dr. Edward John Aasman, Dr. Kathleen Game, Dr. Kyle J. Garrett, Dr. Chris John Kendall, Dr. Johanness Peters, Dr. Gregg Robinson, Dr. Kimberly Ann Rogers, Dr. Harold Gordon Roth, Dr. James John Saunders, Dr. Bradley Stewart	Physician Office System Program (POSP)
Dr. Lorraine Mann Hosford, Dr. Melanie Robles, Dr. Christina Patterson	Physician Office System Program (POSP)
Dr. Monica Santos, Dr. Glenn Gould, Dr. Simon Arthur, Dr. Paul Toye, Dr. Donna Wachowich	Physician Office System Program (POSP)
Dr. Marie Jeanne L. Walsh, Dr. Deb Putnam, Dr. Roseanne Penner, Dr. Joaquin Palencia, Dr. Maria Malagon, Dr. Mahjabeen Hussain, Dr. Bjorn Larsen	Physician Office System Program (POSP)
Dr. O. Falodun	Physician Office System Program (POSP)
Dr. Douwe Kits	Physician Office System Program (POSP)
Dr. Kenneth L. Folton, Dr. Michael Lee H. Gammon, Dr. Jacobus Petrus De Beer Grobbelaar, Dr. Johannes Zietsman Hendriks, Dr. Gordon R. Holton, Dr. Thian Muller, Dr. Mari-Lyn Thomson	Physician Office System Program (POSP)
Dr. May P. Siu, Dr. Helen Cho, Dr. Julian Chew	Physician Office System Program (POSP)
Dr. Viviana Chang, Dr. Clinton John Chow, Dr. James Alexander Graham, Dr. Wynne Innez Leung, Dr. Fiona Mary Mattatall	Physician Office System Program (POSP)
Dr. Richard Hu, Dr. C. Morse, Dr. Denise Bowman, Dr. Michael Christie, Dr. W. Meerholz	Physician Office System Program (POSP)
Dr. Richard Hu, Dr. C. Morse, Dr. Denise Bowman, Dr. Michael Christie, Dr. W. Meerholz	Physician Office System Program (POSP)
Dr. Rick Neuls, Dr. Angela Berg, Dr. William Robert Black, Dr. Katharina Cardinal, Dr. Steven Chambers, Dr. Peter Douglas Davey, Dr. Cynthia Dent, Dr. Shari Fallis, Dr. David Fields, Dr. Amy Franke, Dr. Colleen Friesen, Dr. David Hasinoff, Dr. John Henderson, Dr. Dor	Physician Office System Program (POSP)
Dr. Nigel C.M. Davies, Dr. Magdalena Judith Kap Professional Corporation, Dr. Gerald Miller, Dr. Meyer Schoeman Professional Corporation, Dr. Gregory Douglas van Wyk Proffesional Corporation, Dr. Ronald Jarvis Professional Corporation (Locum Services)	Physician Office System Program (POSP)
Dr. Michael P. Bering	Physician Office System Program (POSP)
Dr. Anthony Jeraj, Dr. Vincient L. DiNinno, Dr. J.A. Viljoen, Dr. Sergiu Ciubotaru, Dr. Alison Cameron, Dr. Ian Geghardt, Dr. Lei Mi	Physician Office System Program (POSP)
Dr. J.N. Aggarwal, Dr. N. Kassam, Dr. Shamim Jessa, Dr. Surjit. Sahota, Dr. R. Damji, Dr. Tulika. Karan	Physician Office System Program (POSP)
Dr. Lakshmi Visvanatha	Physician Office System Program (POSP)
Dr. Thomas Mohanraj	Physician Office System Program (POSP)
Dr. Arone Pabbies	Physician Office System Program (POSP)
Dr. Moheddin Ahmed	Physician Office System Program (POSP)
Dr. Fozia S. Alvi, Dr. Naila Husan, Dr. Ike Muotoh, Dr. Tammy Paulgard, Dr. Harold Schrifers	Physician Office System Program (POSP)
Dr. Willem Labuschagne	Physician Office System Program (POSP)
Dr. Charles Gyde Heaven, Dr. Monday Martins Agwaze, Dr. Alasdair Reid Drummond	Physician Office System Program (POSP)
Dr. Mary van Wijngaarden-Stephens	Physician Office System Program (POSP)
Dr. Eleanor Andrews	Physician Office System Program (POSP)
Dr. Akadri Alarape	Physician Office System Program (POSP)
Dr. Lindsay Auld, Dr. Chris Ayers, Dr. Andrew Dottridge, Dr. Heidi Fell, Dr. Kim Finvers	Physician Office System Program (POSP)
Dr. James Richards	Physician Office System Program (POSP)
Dr. Alaba (Tayo) Akintayo Alawiye	
Dr. Shahebina Walji	Physician Office System Program (POSP)
Dr. George Gish, Dr. Jeff Jones, Dr. Adnan Siddiqui, Dr. Sadia Siddiqui, Dr. Peter Yonemori	Physician Office System Program (POSP)
Dr. Dominic Leung	Physician Office System Program (POSP)
Dr. Shahebina Walji	Physician Office System Program (POSP)
Dr. Donald Chan, Dr. Kerry Pawluski, Dr. Glenna Ramsay, Dr. Dante Scanga, Dr. Jerzy Bialczak	Physician Office System Program (POSP)
Dr. Olubukola Apantaku, Dr. Olushola Apantaku	Physician Office System Program (POSP)
Dr. Irvin H. Heinrichs, Dr. Jacqueline Ingrid Bakker, Dr. Jennifer Anne Bestard	Physician Office System Program (POSP)

Public Body	PIA Title
Dr. Janna van Tender, Dr. Andrea Wilson, Dr. Jacoba I Coetoe, Dr. Anton Nel, Dr. Tracey Gordon, Dr. Annie White, Dr. Ana-Maria Oelschig	Physician Office System Program (POSP)
Dr. Maria E. Loutens, Dr. Thomas Wallace Bryston, Dr. Alina Dana Constantin	Physician Office System Program (POSP)
Dr. Anita K. Hui	Physician Office System Program (POSP)
Dr. Sidney W. Harrison	Physician Office System Program (POSP)
Dr. Dianne Brox, Dr. Anne Bowland, Dr. Brian Gillanders, Dr. Bill Sue, Dr. Jay Govender, Dr. Mike Nutting, Dr. Verne Chichak	Physician Office System Program (POSP)
Dr. Pat Connick, Dr. Lori Gohill, Dr. Harjot Singh, Dr. Christina Siauw	Physician Office System Program (POSP)
Dr. Gabriel Cahill, Dr. David Yip	Physician Office System Program (POSP)
Dr. Wojciech S. Brzezinski	Physician Office System Program (POSP)
Dr. Jozef Van Niekerk	Physician Office System Program (POSP)
Dr. Bryan J. Donnelly, Dr. Martin Duffy [Duffy, Dr. Donald Metcalfe	Physician Office System Program (POSP)
Dr. Hani Ayad	Physician Office System Program (POSP)
Dr. Lanice K. Jones, Dr. Lorraine Croft, Dr. Andrea Hull, Dr. Thiru Govender, Dr. Tony Lo, Dr. Pauline Ekwalanga, Dr. Jill Teschke, Dr. Sandra Allaire, Dr. Jean Rodrigues Mateo	Physician Office System Program (POSP)
Dr. Thomas R. Ranieri, Dr. Alison Martel, Dr. Veyantiz Naidu, Robert Turner	Physician Office System Program (POSP)
Dr. Beverly Gold, Dr. Ian Kendal, Dr. Stella Jansen Van Rensburg, Dr. Misty Watson	Physician Office System Program (POSP)
Dr. Indira Fridhandler, Dr. Linda Miskew	Physician Office System Program (POSP)
Dr. Chris Musah, Dr. Yetunde Kasumu, Dr. Itua Iriogbe	Physician Office System Program (POSP)
Dr. Martin Reedyk, Dr. Daniel M. Husband, Dr. Daniel Dada, Dr. Andrew A. Swinton	Physician Office System Program (POSP)
Dr. Stephen J. Morys, Dr. Kevin McCabe, Dr. Diana Yee, Dr. Jill Teschke	Physician Office System Program (POSP)
Dr. O. A. Adekeye, Dr. Christopher Musah, Dr. Antia Daniel	Physician Office System Program (POSP)
Dr. Richard J. Baverstock, Dr. Kevin V. Carlson	Physician Office System Program (POSP)
Dr. Nasim Karim	Physician Office System Program (POSP)
Dr. D. Campbell-Scherer, Dr. Michelle Levy, Dr. Kimberly Loeffler, Dr. Donna Manca, Dr. Ginetta Salvalaggio, Dr. Shirley Schipper, Dr. Ronald Shute, Dr. Gordon Spooner, Dr. Amy Tan	Physician Office System Program (POSP)
Dr. Kent Bernes, Dr. Egbertus Bletterman De Waal, Dr. Charles Verner Godberson, Dr. Edward Timothy Kallal, Dr. Abdeldaim Tawfik, Dr. Marvin Brent Wray	Physician Office System Program (POSP)
Dr. Riyaz Mohamed	Physician Office System Program (POSP)
Dr. Tobias Gelber, Dr. Beverly A. Burton, Dr. Tracy L. Burton, Dr. Robert A. Cameron, Dr. Steyn De Wet, Dr. Antony M. Irving, Dr. Gavin G. Parker, Dr. Peter John Rottger, Dr. Catherine L. Scrimshaw	Physician Office System Program (POSP)
Dr. Mohab Ghobrial	Physician Office System Program (POSP)
Dr. Mario Glas, Dr. Franz Jonker	Physician Office System Program (POSP)
Dr. Wayne Daviduck	Physician Office System Program (POSP)
Dr. John P. Arlette	Physician Office System Program (POSP)
Dr. David O'Neil, Dr. Erin Calhoun, Dr. Nella Gladys Mabunda	Physician Office System Program (POSP)
Dr. Malgorzaata Kaminska	Calgary Rural PCN
Dr. Debbie Millard	Mydoctor.ca Health Portal-Health Metrics
Dr. Joseph Hopfner, Dr. R.C. Cooper, Dr. R.M. Hulyk, Dr. S.A. Hovan, Dr. R.J.R. Mulder, Dr. Peter Mah, Dr. Jack Bromley, Dr. Charles Metcalfe, Dr. Marci Wilson, Dr. B.D. Parrington, Dr. Susan C. Konynenbelt, Dr. J.A. Mcintyre, Dr. H. Edwards Wien, Dr. Bradley Greig, Dr. Jefferey Mulder, Dr. Maureen McCall, Dr. Mandy Hyde, Dr. Lauralee Dukeshire	Wireless Access to Clinic EMR
Dr. Kenneth Lipinski	Provincial Pac Program
Dr. Edmond Liu	Calgary Foothills PCN
Dr. E. S. d'Archangelo	Calgary Foothills PCN
Dr. Helen Tse	Calgary Foothills PCN
Dr. John G. Cints	Alberta Bone and Joint Health Care Service Project
Dr. Ernest C. Yeung	Calgary Foothills PCN
Dr. Niel Smit, Dr. John Le Roux, Dr. Shauna Craven	Calgary Primary Network (PCN)
Dr. Justin Fong, Dr. Alexander Leong, Dr. Alxander Leung, Dr. Champion Kao	Calgary Foothills PCN
Dr. Dalton E. Sholter, Dr. Niall Jones, Dr. Alexander Yan	Clinical Research Project
Dr. Margot McLean	Tsuu T'ina Nation Health Centre Clinic to the Calgary West Central PCN
Dr. Marie J. Walsh	mydoctor.ca@Health Portal
Dr. T.E. Vant, Dr. R. Place	Calgary Foothills PCN
Dr. Ken D. Cody, Dr. Richard Bolduc, Dr. Dale Cole	Calgary Foothills PCN
Dr. John C. Poon	Calgary Foothills PCN
Dr. Meghan Elkink	Electronic Medical Records (EMR)

Public Body	PIA Title
Dr. Meghan Elkink	Custom Patient Interface Implementation Project
Dr. Al McDonald	Cyber Counselling
Dr. Christian Falkenberg-Andersen	Calgary Foothills PCN
Dr. Alan Billett, Dr. Susan D. Byers, Dr. Stephen Crawford, Dr. Ronald Garnett, Dr. Donald Gibb, Dr. Elaine I. Godwin, Dr. Peter Greidanus, Dr. Linda T. Herbert, Dr. James Kozan, Dr. Keith Lohrenz, Dr. Terrence Longhait, Dr. Alan McPherson, Dr. David F. Meller, Dr. Mark Musk, Dr. Lynn Shaw, Dr. Aidan Smith, Dr. Daniel Steeves, Dr. Own Ukrainetz, Dr. Christine Watke	Electronic Medical Records (EMR)
Provincial Boards	
Alberta Cancer Board	AICE Software for Central Venous Catheter Related Bloodstream Infection Surveillance Program
	Alberta Cancer Board (ACB) Gateway Services (Revisions)
	Amendment to the Alberta Cancer Board (ACB) Cancer Surgery Alberta Program Application PIA
Alberta Mental Health Board	Provincial Diversion Program
	Alberta Health and Wellness File Transfer of PHN Data to the Alberta Health Services – Alberta Mental Health Board
Ministry	
Alberta Health and Wellness	Immunization/Adverse Event PIA
	First Addendum – Second RRNP Payment: Clinical Stabilization Initiatives (CSI) Rural Remote Northern Program (RRNP) and Communities in Crisis (CIC) Retroactive Payment PIA
	Registration Continuance Privacy
	Second Addendum to the Alberta Netcare Electronic Health Record – Provincial Client Registry (PCR)
	System Enhacements and Online Services Alternate Payment Plans
	Alberta Netcare Electronic Health Record – Provincial Provider Registry (PPR)
	Alberta Health Services: Mental Health and Addictions – File Transfer Privacy Impact Assessment
	Mental Health Reporting – Inpatient Interval Reporting (MHR-IIR)
	Risk Adjustment Groupers (RAG)
	Pharmaceutical Information Network
	First Addendum to the Business Intelligence Environment (BIE)
	Clinical Stabilization Initiative (CSI) – Rural, Remote, Northern Program (RRNP) Long-Term Solution
	First Addendum to the Immuization/Adverse Reaction Event (Imm/ARI)
	Amendment Provincial Provider Registry (PPR) – Core Data Set
	6th Addendum to the Pharmaceutical Information Network PIA (PIN)
	Royal Canadian Mounted Police (RCMP) Enrollment Program
	Alberta Aids to Daily Living (AADL)
	Mental Health Patient Advocate Office (MHPAO) – Concerns/Complaints, Advocacy, Rights Information and Education System Application (CARES)
Pharmacies/Pharmacists	
ABC Pharmacy	Alberta Netcare Portal
Alberta Clinic Pharmacy	Alberta Netcare Portal
Alberta Pharmacy (Alberta Uni-Dose Pharmacy (Edmonton) Ltd.	Alberta Netcare Portal
Alix Drugs	Alberta Netcare Portal
All Seasons Drugs & Herbs	Alberta Netcare Portal
Alpine Value Drug Mart	Alberta Netcare Portal
ARP Corner Pharmacy	Alberta Netcare Portal

Public Body	PIA Title
Bailey's Rxellence Pharmacy & Health Information	Alberta Netcare Portal
Bashaw Drugs	Alberta Netcare Portal
Bassano IDA Pharmacy	Alberta Netcare Portal
Beacon Pharmacy	Alberta Netcare Portal
Beaumont Centre Pharmacy	Alberta Netcare Portal
Beaumont Rexall #7226	Alberta Netcare Portal
Belvedere Drugs & Homecare	Alberta Netcare Portal
Bentley IDA Pharmacy	Alberta Netcare Portal
Bialas Drugs Ltd./Shoppers Drug Mart #2439	Alberta Netcare Portal
Bigstone Apple Drugs	Alberta Netcare Portal
Blackfalds IDA	Alberta Netcare Portal
Blood Tribe Pharmacy	Alberta Netcare Portal
Blue Bottle Pharmacy	Alberta Netcare Portal
Blue Quill Pharmacy	Alberta Netcare Portal
Bowness Drugs	Alberta Netcare Portal
Boylan Pharmasave	Alberta Netcare Portal
Boyle Value Drug Mart	Alberta Netcare Portal
Bragg Creek Pharmacy	Alberta Netcare Portal
Brent's Apothecary	Alberta Netcare Portal
Breton IDA Pharmacy	Alberta Netcare Portal
Bridgedale Pharmacy	Alberta Netcare Portal
Britannia Pharmacy	Alberta Netcare Portal
Calea Pharmacy	Alberta Netcare Portal
Calgary Cooperative Association Limited #1 Midtown Market, #2 North Hill, #3 Macleod Trail, #4 Brentwood, #5 Forest Lawn, #6 Richmond Rd, #7 Dalhousie, #8 Oakridge, #9 Village Square, #10 Beddington Centre Street Pharmacy, #11 Deer Valley, #12 Strathmore, #13 Crowfoot, #14 Shawnessy, #15 Monterey, #16 Taradale, #17 Hamptons, #18 South Trail Crossing, #19 Airdrie, #20 Rockyridge, #21 West Springs, #22 Creekside, #23 Quarry Park	Alberta Netcare Portal
Calgary International Airport Pharmacy	Alberta Netcare Portal
Calmar Apple Drugs	Alberta Netcare Portal
Camrose Grove Value Drug Mart	Alberta Netcare Portal
Camrose Rxellence-Value Drug Mart	Alberta Netcare Portal
Canmore Rexall Drug Store 7269	Alberta Netcare Portal
Capilano Rexall Drug Store 7251	Alberta Netcare Portal
Capital City Drugs	Alberta Netcare Portal
Capitol Drugs (Elk Point Apple Drugs)	Alberta Netcare Portal
Cardston Value Drug Mart	Alberta Netcare Portal
Care Plus Fulfillment Centre Pharmacy	Alberta Netcare Portal
Care Plus Pharmacy	Alberta Netcare Portal
Careplus Fulfillment Center	Alberta Netcare Portal
Carstairs Family Pharmasave	Alberta Netcare Portal
Castledowns ARP Pharmacy	Alberta Netcare Portal
Castledowns Drug Centre	Alberta Netcare Portal
Castledowns Prescription Centre	Alberta Netcare Portal
Cedar Pharmacy	Alberta Netcare Portal
Champlain IDA Pharmacy	Alberta Netcare Portal
Cochrane Rexall Drug Store 7268	Alberta Netcare Portal
Coleman's Remedy's RX	Alberta Netcare Portal
Coles Pharmacy	Alberta Netcare Portal
Co-op Marketplace Pharmacy	Alberta Netcare Portal
Coronation Value Drug Mart	Alberta Netcare Portal
Crescent Drugs	Alberta Netcare Portal
Crescent Heights IDA Pharmacy	Alberta Netcare Portal
Crestwood Apothecary	Alberta Netcare Portal
Crestwood Pharmacy	Alberta Netcare Portal
Cross Bridge Medicine Centre Pharmacy	Alberta Netcare Portal

Public Body	PIA Title
Crossroads IDA Pharmacy	Alberta Netcare Portal
Crystal Ridge Professional Pharmacy	Alberta Netcare Portal
Day Light Dispensary	Alberta Netcare Portal
DDC Pharmacy – Health Canada	Alberta Netcare Portal
Delton Super Drugs Limited	Alberta Netcare Portal
Dermatology Centre Pharmacy & Skin Care Supplies	Alberta Netcare Portal
Didsbury Value Drug Mart	Alberta Netcare Portal
Dispensaries (1991) Limited – Fir Street	Alberta Netcare Portal
Dispensaries (1991) Ltd – 6 retail locations in Edm Area and 1 wholesale location	Alberta Netcare Portal
Dispensaries (1991) Ltd.	Alberta Netcare Portal
Dispensaries (1991) Ltd.	Alberta Netcare Portal
Dispensaries (1991) Ltd. – Meadowlark Centre BLDG	Alberta Netcare Portal
Dispensaries (1991) Ltd. – Standard Life Centre	Alberta Netcare Portal
DLF Holdings Limited Pharmacy	Alberta Netcare Portal
Doan Pharmacy	Alberta Netcare Portal
Dolar Drugs #2	Alberta Netcare Portal
Dominion Drug Pharmasave	Alberta Netcare Portal
Douglasdale Pharmacy	Alberta Netcare Portal
Douglasdale Rexall #7283	Alberta Netcare Portal
Down Town Drugmart	Alberta Netcare Portal
Downtown Prescription Centre	Alberta Netcare Portal
Drayton Valley Value Drug Mart	Alberta Netcare Portal
Driftwood Drugs Incorporated	Alberta Netcare Portal
Drug Shoppe	Alberta Netcare Portal
East Lake Pharmacy, 1168686 Alberta Incorporated	Alberta Netcare Portal
Eastview Apple Drugs	Alberta Netcare Portal
Economy Drugs	Alberta Netcare Portal
Elnora Pharmacy	Alberta Netcare Portal
Evansburg Pharmacy Ltd.	Alberta Netcare Portal
Exalan Pharmacy	Alberta Netcare Portal
Family Drugs	Alberta Netcare Portal
Fisher's Vauxhall Pharmacy	Alberta Netcare Portal
Forest Heights Dispensar Ltd.	Alberta Netcare Portal
Forman's Pharmacy	Alberta Netcare Portal
Fort Dispensaries	Alberta Netcare Portal
Fourth Street Pharmacy	Alberta Netcare Portal
Fyfe's Friendly Value Drug Mart	Alberta Netcare Portal
G & E Pharmacy	Alberta Netcare Portal
Gateway Pharmacy	Alberta Netcare Portal
Gibbons Guardian Pharmacy	Alberta Netcare Portal
Glenbrook Pharmacy	Alberta Netcare Portal
Glendon Drug Mart	Alberta Netcare Portal
Glengarry Pharmacy	Alberta Netcare Portal
Global Drugs	Alberta Netcare Portal
Gourlay's Pharmacy	Alberta Netcare Portal
Guardian Appollo Pharmacy	Alberta Netcare Portal
Guardian Drugs – South Trail	Alberta Netcare Portal
Guardian Drugs -Tofield	Alberta Netcare Portal
Harders Pharmacy Mart Ltd.	Alberta Netcare Portal
Hardisty Remedy's RX	Alberta Netcare Portal
Hart's Drug Store	Alberta Netcare Portal
Hawkstone home Health Care Pharmacy	Alberta Netcare Portal
Hazeldean Drug Mart	Alberta Netcare Portal

Public Body	PIA Title
HBC Pharmacies (Zellers) #59 Zellers Lloydmall Shopping Centre, LLOYD, #106 Zellers Meadowlark Shopping Centre, EDM, #109 Zellers Forest Lawn Shopping Centre, EDM, #150 Zellers Kingsway Garden Mall, EDM, #155 Zellers Sherwood Park Mall, SH PK, #170 Zellers Prairie Mall, GR PRAIRIE, #209 Zellers Duggan Mall, CAMROSE, #252 Zellers Peter Pond Shopping Centre, FORT MCMURRAY, #259 Zellers Bower Place, Red Deer, #283 Zellers Southpark Village, EDM, #286 Zellers Centre Village Mall Unit #1, LETH, #294 Zellers West Edmonton Mall, EDM, #353 Zellers Abbotsfield Shoppers Mall, EDM, #362 Zellers Northgate Center, EDM, #408 Zellers St. Albert Centre, St Albert, #428 Zellers #116 Bonnie Doon Shopping Centre, EDM, #433 Zellers Sunridge Mall, CALG, #435 Zellers Market Mall, CALG, #438 Zellers Westmount Shopping Park, EDM, #462 Zellers The Shoppes at Shawnessy, CALG, #480 Zellers Signal Hill Centre, CALG, #496 Zellers Town Centre Shopping Centre, EDM, #498 Zellers Chinook Centre, CALG, #1125 Bay Southgate Shopping Centre, EDM, #1137 Bay Edmonton City Centre, EDM	Alberta Netcare Portal
Health Net Pharmacy	Alberta Netcare Portal
Healthcheck Pharmacy	Alberta Netcare Portal
Heritage Medismart Pharmacy	Alberta Netcare Portal
Heritage Rexall #7230	Alberta Netcare Portal
Heritage Wellness Pharmacy	Alberta Netcare Portal
Hewes Way Pharmacy	Alberta Netcare Portal
Highland Green Value Drug Mart	Alberta Netcare Portal
Hilltop Pharmacy	Alberta Netcare Portal
Horizon Square Pharmacy	Alberta Netcare Portal
Hyatt Dispensary Limited	Alberta Netcare Portal
HYC Dispensary Ltd./Shoppers Drug Mart 341	Alberta Netcare Portal
IDA – Cornerstone Pharmacy	Alberta Netcare Portal
IDA – Simons Valley Drug Mart	Alberta Netcare Portal
IDA Bonaventure Drugs	Alberta Netcare Portal
IDA Healthmed Pharmacy	Alberta Netcare Portal
Imperial Drug (1974) Ltd. (ARP Pharmacy)	Alberta Netcare Portal
Innisfail Pharmacy	Alberta Netcare Portal
iPharmacy	Alberta Netcare Portal
Jackson's Pharmasave	Alberta Netcare Portal
Jacobsen Drug Mart	Alberta Netcare Portal
Jerry' s Pharmacy	Alberta Netcare Portal
Johnson's Taber Drug Limited	Alberta Netcare Portal
Katz Group Canada Ltd./Rexall #7201 Crockett St Mayerthorpe, #7203 51st St Whitecourt, #7204 Fox Creek, #7205 Westlock Dwtn Westlock, #7206 50th Ave Valleyview, #7207 5Third Ave High Prairie, #7208 50th St Barrhead, #7209 49th St High Prairie, #7210 Westlock SC Westlock, #7211 Swan Hills, #7212 50th St Leduc, #7213 50th St Olds, #7215 Macwell Fort Sask, #7216 Sherridon Fort Sask, #7217 50th St Athabasca, #7218 Main St Slave Lake, #7220 Jasper Ave Edmonton, #7221 50th St Sylvan Lake, #7222 20th Ave Blairmore, #7223 50th St Ponoka, #7224 52 St Lacombe, #7225 Banff Ave Banff, #7226 50th St Beaumont, #7227 Queen St Spruce Grove, #7228 Harvest Hills Calgary, #7229 Ellerslie/111th Edmonton, #7230 Heritage Edmonton, #7231 Hwy #567 & Main, Airdrie Rexall, #7232 Ellerslie & Parsons, #7233 Baseline & Bremner Dr, Sherwood Park, #7234 Wye & Ash, Sherwood Park, #7238 Manning & Miller, Edmonton Rexall, #7239 Patricia St Jasper, #7240 5th Ave High River, #7241 50th St Stony Plain, #7243 Springborough Professional Centre, Calgary, #7244 Chippewa Rd, Shwerood Park, #7251 50th/102nd Edmonton, #7252 Great West Drugs, Edmonton, #7253 Southgate SC Edmonton, #7255 Pleasantview SC Edmonton, #7257 Crescent Edmonton, #7258 Calgary Managed Care LTC, #7259 Health Plus Calgary, #7260 ATB Calgary, #7261 Dickensfield Edmonton, #7262 Red Mile Calgary, #7265 Jasper Ave & 108th St Rexall, Edmonton, #7266 Main & Morden Rexall, Pincher Crk, #7267 Main St Fort Mcleod, #7268 1st St Cochrane, #7269 8th St Canmore, #7271 Ross St Red Deer, #7272 48 Ave Red Deer, #7273 Medicine Hat – Zanes, #7274 Medicine Hat – Southview, #7275 City Centre Calgary, #7276 Clareview Edmonton, #7277 Rexall On Call, Calgary, #7278 Rexall Myros, Edmonton, #7282 Canyon Meadows Calgary, #7283 Douglasdale Calgary, #7284 Mayland Hghts Calgary, #7285 McKenzieTown Calgary, #7286 Village Ave, Okotoks, #7287 Strathcona Calgary, #7288 Transcanada Calgary, #7289 Tuscany Blvd Calgary, #7292 McKnight/Falconbridge Calgary, #7294 163 Street & 96 Avenue Rexall, #9801 Outpatient Rx U of A, #9802 Outpatient Rx Royal Alex	Alberta Netcare Portal
Kennedale Drug Mart Ltd.	Alberta Netcare Portal
Kenton Pharmacy	Alberta Netcare Portal
Kensington IDA Pharmacy	Alberta Netcare Portal
Kingston Pharmacy	Alberta Netcare Portal

Public Body	PIA Title
Lac La Biche Value Drug Mart	Alberta Netcare Portal
Lamont Value Drug Mart	Alberta Netcare Portal
Leibel's Pharmacy	Alberta Netcare Portal
Lemarchand Dispensary	Alberta Netcare Portal
Liberton Pharmacy	Alberta Netcare Portal
Linton Drugs	Alberta Netcare Portal
London Drugs, LTD (Stote #'s #20, #21, #22, #23, #24, #26, #30, #31, #32, #33, #34, #38, #40, #45, #48, #64, #57, #58, #60, #68)	Alberta Netcare Portal
Londondale IDA	Alberta Netcare Portal
Lukes Drug Mart	Alberta Netcare Portal
Lukes Drug Mart Killarney	Alberta Netcare Portal
Lynnwood Drugs	Alberta Netcare Portal
Lynnwood Pharmacy	Alberta Netcare Portal
Main Street Pharmacy 2007 Limited	Alberta Netcare Portal
Mainstreet Value Drug Mart #7538	Alberta Netcare Portal
Marina Mall Value Drug Mart	Alberta Netcare Portal
Market Drugs Medical	Alberta Netcare Portal
Market Street Pharmacy	Alberta Netcare Portal
Marshall's Drugs #2	Alberta Netcare Portal
Marshall's Prescription Center	Alberta Netcare Portal
Maurice Pharmacy	Alberta Netcare Portal
Mayfair Pharmacy	Alberta Netcare Portal
McKenzie IDA Pharmacy	Alberta Netcare Portal
Medicine Chest Guardian Drugs	Alberta Netcare Portal
Medicine Shoppe #103	Alberta Netcare Portal
Medicine Shoppe #117	Alberta Netcare Portal
Medicine Shoppe #161	Alberta Netcare Portal
Medicine Shoppe #188	Alberta Netcare Portal
Medicine Shoppe #264	Alberta Netcare Portal
Medicine Shoppe #274	Alberta Netcare Portal
Medi-Drugs Millcreek	Alberta Netcare Portal
MediSystem Pharmacy	Alberta Netcare Portal
Melrose Drug Ltd.	Alberta Netcare Portal
Millcreek Pharmacy	Alberta Netcare Portal
Millerdale Pharmacy	Alberta Netcare Portal
Millet Apple Drugs	Alberta Netcare Portal
Millwood IDA Drugs #2	Alberta Netcare Portal
Millwoods PARP Drugs	Alberta Netcare Portal
Millwoods Pharmacy	Alberta Netcare Portal
Minh Pharmacy	Alberta Netcare Portal
Mitchell Drugs	Alberta Netcare Portal
Morley Pharmacy	Alberta Netcare Portal
Mundare Guardian Pharmacy	Alberta Netcare Portal
Nanton Drugs	Alberta Netcare Portal
Nolan Drugs – ARP Pharmacy	Alberta Netcare Portal
Norlite IDA	Alberta Netcare Portal
Norlite IDA	Alberta Netcare Portal
Northeast Pharmacy	Alberta Netcare Portal
Northlands Co-op Pharmacy	Alberta Netcare Portal
Okotoks HCPharmacy	Alberta Netcare Portal

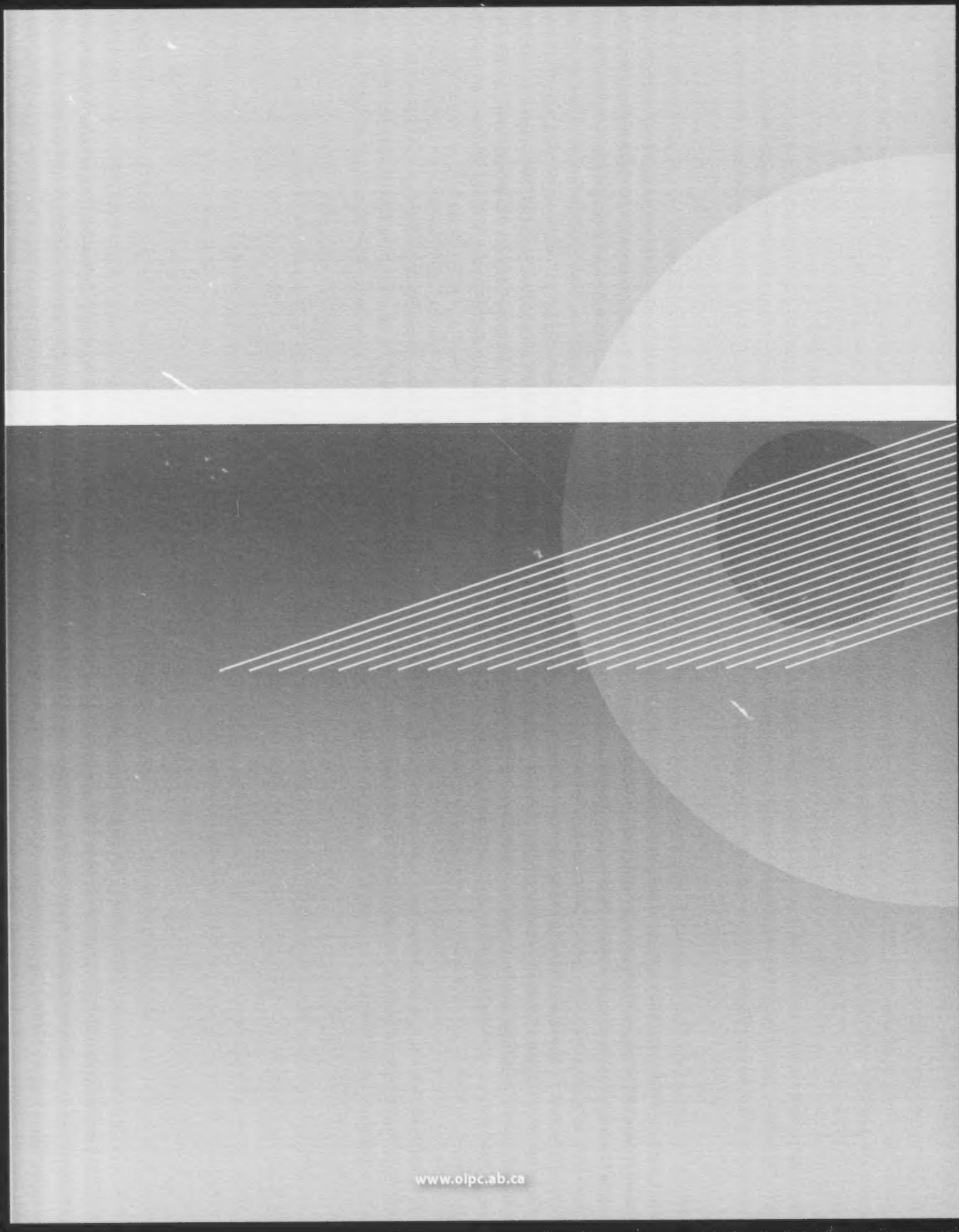
Public Body	PIA Title
Palisades Pharmacy	Alberta Netcare Portal
Parkland Pharmacy	Alberta Netcare Portal
Pass Family Pharmacy Limited	Alberta Netcare Portal
Peace River Value Drug Mart	Alberta Netcare Portal
Peoples Pharmacy	Alberta Netcare Portal
Pharmasave #302	Alberta Netcare Portal
Pharmasave #325	Alberta Netcare Portal
Pharmasave #336	Alberta Netcare Portal
Pharmasave #354	Alberta Netcare Portal
Pharmasave #384	Alberta Netcare Portal
Pharmasave #390	Alberta Netcare Portal
Pharmasave #301	Alberta Netcare Portal
Pharmasave #304	Alberta Netcare Portal
Pharmasave #337	Alberta Netcare Portal
Plaza Dispensary	Alberta Netcare Portal
Ponoka Professional Pharmacy	Alberta Netcare Portal
Primrose IDA Pharmacy	Alberta Netcare Portal
Provost IDA	Alberta Netcare Portal
Red Deer Coop Pharmacy	Alberta Netcare Portal
Red Deer Co-op Pharmacy #5	Alberta Netcare Portal
Rexall 7282	Alberta Netcare Portal
Rexall Outpatient Pharmacy 9802 – Royal Alexander Hospital	Alberta Netcare Portal
Rexall Pharmacy #7227	Alberta Netcare Portal
Rexall Pharmacy #7228	Alberta Netcare Portal
Rexall UAH Outpatient Pharmacy 9801	Alberta Netcare Portal
RFP Pharmacy	Alberta Netcare Portal
Rideau Pharmacy	Alberta Netcare Portal
Rimbey Pharmasave #375	Alberta Netcare Portal
Rimbey Value Drug Mart	Alberta Netcare Portal
Rita's Apothecary & Home Healthcare Ltd.	Alberta Netcare Portal
Rite Care Pharmacy	Alberta Netcare Portal
River City Pharmacy	Alberta Netcare Portal
Riverside Value Drug Mart	Alberta Netcare Portal
Riverside Value Drug Mart	Alberta Netcare Portal
Rocky Guardian Drugs	Alberta Netcare Portal
Rocky Mountain House Co-op Pharmacy	Alberta Netcare Portal
Rockyview Dispensary	Alberta Netcare Portal
Rockyview Pharmacy, 1350641 Alberta Limited	Alberta Netcare Portal
Ron's Pharmacy & Home Health Centre	Alberta Netcare Portal
Roots and Berries Pharmacy	Alberta Netcare Portal
Ross Street IDA Pharmacy	Alberta Netcare Portal
Royal Pharmacy	Alberta Netcare Portal
Rxellence Professional Dispensary – Gleichen Clinic Pharmacy	Alberta Netcare Portal
Saddle Lake Rxellence	Alberta Netcare Portal
Saigon Pharmacy	Alberta Netcare Portal
Sandul's Pharmacy Limited	Alberta Netcare Portal
Savage Value Drug Mart	Alberta Netcare Portal
ScenicAcres IDA	Alberta Netcare Portal
Sedgewick IDA Pharmacy	Alberta Netcare Portal
Shoppers Drug Mart #2335	Alberta Netcare Portal

Public Body	PIA Title
Shoppers Drug Mart Londonderry Mall, Thorncliffe Shopping Plaza, Braeside Shopping Centre, Lake Bonavista S.C., Park Place Shopping Centre, Northland Village S.C., Leduc Shopping Centre, Lower Mount Royal, 109th Street, Meadowlark Shopping Centre, Big M Drug Mart, Prairie Mall, Southcentre Shopping Centre, Kingsway Garden Mall, Millbourne Shopping Centre, Westhills Towne Centre, Medicine Hat Mall, Mission Hill Plaza, Whistle Stop Mall, Silver Hill, Bower Place Mall, River City Centre, Heritage Square, Deer Valley S.C., Cornerstone Mall, Callingwood, Sherwood Park Mall, Lloyd Mall, Edson, Alberta, Thickwood, Lacombe, Westland Mall, Rocky Mountain House, Edmonton City Centre West, Glendale, Millwoods Town Centre, Madigan Plaza, Kingsland Plaza, Mcknight Village, Brooks, Riverbend, Millrise Centre, Marlborough Mall, North Hill S.C., Market Mall, Ponoka, Alberta, Chinook Centre, Sunridge Mall, Patterson Village S.C., Glenmore Squate, Mayor Magrath, Bonnie Doon S.C., West Village Mall, Midniter, 118th Avenue, Grove Plaza, Super B Value, Meadowbrook, Edmonton, Country Hills, Namao, Shawnessy Towne Centre, High River, Fort Saskatchewan, Village Landing, Lakeland Ridge, Wayne Gretzky, Westmount Centre, Centre Street, Kensington, Terra Losa, Rosslyn Sc, Mission Commercial Development, 137th and 130th Streets, Panda Ii Shopping Centre, Citadel Village, Magrath Heights, London Towers, Beacon Hill Ctr, Chestermere Station, Tri-City Mall, Wapiti Centre, Peace River Square, Summerwood Shopping Centre, North Lethbridge, Uptowne Olds, 5314 - 46th St, Olds Alberta, Cornerstone, Stampede Station, Southport Common, Miquelon, Canmore, Summit Centre, Sunpark Plaza, Little Saigon Centre, 10619 - 100 Ave, 10030 - 106 Street, Cassils Road, 220 4th Street, Drumheller, Henday Centre, City Centre, Town & Country, Oxford Park Centre, Td Square, Okotoks Retail Centre, Sunrise Village Plaza, Saddleridge Tc, Evergreen Village, Village Mall, Symons Valley, Signal Road, 104th Street, Cochrane, Sherwood Shopping Centre, Airdrie, Acadia, Edmonton City Centre East, West Springs Village, Ellerslie Road, Hampton Market, The Meadows, Hwy 1 & Range Road, Jasper Gate Mall, Pilot Sound, Ellerslie & 91st Street, Aspen Woods, Sylvan Lake Sc, Cobblestone, 199 Street	Alberta Netcare Portal
Shoppers Drug World	Alberta Netcare Portal
Siksika Nation Pharmacy	Alberta Netcare Portal
Slave Lake Rexall 7218	Alberta Netcare Portal
Smoky Lake IDA Drugs	Alberta Netcare Portal
Smordin's Pharmacy	Alberta Netcare Portal
South Short Pharmacy	Alberta Netcare Portal
Southport Pharmacy	Alberta Netcare Portal
Spicer's Apothecary Limited, Pharmasave 364	Alberta Netcare Portal
Sprague Drug	Alberta Netcare Portal
Sprague Retail Group Inc. #4	Alberta Netcare Portal
Spruce Grove Pharmacy	Alberta Netcare Portal
Sprucewood Pharmacy and Home Care	Alberta Netcare Portal
St. Paul District Coop Pharmacy/Shoppers Drug Mart #389	Alberta Netcare Portal
St. Paul Guardian Drug Mart	Alberta Netcare Portal
Stadium Pharmacy	Alberta Netcare Portal
Stettler Apple Drugs	Alberta Netcare Portal
Stony Plain Wellness & Compounding Pharmacy Ltd.	Alberta Netcare Portal
Strathmore Value Drug Mart	Alberta Netcare Portal
Stratica Pharmacy	Alberta Netcare Portal
Stubbs Pharmacy Ltd.	Alberta Netcare Portal
Sundre Community Drug Mart – ARP Pharmacy	Alberta Netcare Portal
Super "B" Drug Mart	Alberta Netcare Portal
Sylvan Lake Value Drug Mart	Alberta Netcare Portal
Taylor's Pharmacy	Alberta Netcare Portal
Tellier's Value Drug Mart	Alberta Netcare Portal
Terrene Pharmacy	Alberta Netcare Portal
The Apothecary Shoppe Ltd – Forestburg Apple Drugs	Alberta Netcare Portal
The Drug Store (Castledowns)	Alberta Netcare Portal
The Medicine Hat Co-op Pharmacy	Alberta Netcare Portal
The Medicine Shoppe #105, #107, #110, #114, #115, #126, #158, #170, #171, #181, #185, #194, #202, #202, #217, #225, #237, #244, #284, #291, #200	Alberta Netcare Portal
The Medicine Shoppe Pharmacy #128	Alberta Netcare Portal
The Medicine Shoppe Pharmacy #127	Alberta Netcare Portal
The Park Pharmacy	Alberta Netcare Portal

Public Body	PIA Title
The Pharmacy on 7th and 9th	Alberta Netcare Portal
Three Hills Pharmacy	Alberta Netcare Portal
Thriftway Pharmacy 1988 Limited	Alberta Netcare Portal
Tofield IDA Pharmacy	Alberta Netcare Portal
Town & Country Guardian Pharmacy	Alberta Netcare Portal
Town and Country Drugs	Alberta Netcare Portal
Townsend Drug Limited	Alberta Netcare Portal
Tsuu Tina Pharmacy	Alberta Netcare Portal
Two Hills Apple Drugs	Alberta Netcare Portal
United Grocers Supermarket & Pharmacy	Alberta Netcare Portal
Universal IDA Pharmacy	Alberta Netcare Portal
University Health Centre	Alberta Netcare Portal
Valley Ridge Pharmacy	Alberta Netcare Portal
Varsity Pharmacy and Natural Health	Alberta Netcare Portal
V-Can Pharmacy	Alberta Netcare Portal
Vegreville Value Drug Mart	Alberta Netcare Portal
Vermilion Apple Drugs	Alberta Netcare Portal
Vic's Super Drugs	Alberta Netcare Portal
Viet Hoa Pharmacy	Alberta Netcare Portal
Village Pharmacy	Alberta Netcare Portal
Vilna Pharmacy	Alberta Netcare Portal
Wainwright IDA Pharmacy	Alberta Netcare Portal
Wainwright Value Drug Mart	Alberta Netcare Portal
Wal-Mart Canada Corp., Pharmacies #1034 Stettler, #1062 Wainwright, #1084 Olds, #1102 Sylvan Lake, #3075 Red Deer Centre Red Deer, #3112 Wetaskiwin, Store #3181 Camrose, #3194 20 & 50 AVE Red Deer, #3657 Leduc, #1028 Drumheller, #1050 Airdrie, #1078 Lethbridge, #1089 Deerfoot Meadows, #1097 Sage Hills Calgary, #3009 Westbrook Mall CALG, #3013 11 & 57 AVE NE CALG, #3048 Lethbridge, #5708 Okotoks, #1046 Taber, #1049 Strathmore, #3010 MacLeod CALG, #3011 Northland Village CALG, #3012 Marlborough Mall CALG, #3150 Medicine Hat, #3151 Shawville BLVD CALG, #3650 47 & 130 AVE CALG, #3658 Brooks, #5726 Country Hills BLVD CALG, #1068 Peace River, #1071 Vegreville, #1097 Currents DR EDM, #3027 Stony Plain RD W EDM, #3029 Parsons RD NW EDM, #3154 Wye RD Sherwood Park, #3157 Fort McMurray, #3168 Lloydminster, #3640 Cold Lake, #5743 Fort Saskatchewan, #1008 Drayton Valley, #1009 Whitecourt, #1030 Slave Lake, #1048 Edson, #3026 Capilano Mall EDM, #3028 137 & 40 ST EDM, #3038 Hinton, #3087 St. Albert	Alberta Netcare Portal
Wellness Pharmacy	Alberta Netcare Portal
Westpark Drugs	Alberta Netcare Portal
Westwind Pharmacy	Alberta Netcare Portal
Wetaskiwin Family Pharmacy	Alberta Netcare Portal
Wetaskiwin Value Drug Mart	Alberta Netcare Portal
White Earth Drugs	Alberta Netcare Portal
Woodbine Pharmacy	Alberta Netcare Portal
Wood's Dispensary	Alberta Netcare Portal
Younghans Pharmacies Inc./Shoppers Drug Mart #335	Alberta Netcare Portal
Zellers Pharmacy 106	Alberta Netcare Portal
Canyon Meadows Rexall Drug Store 7282	Pharmacy Practice Models Initiative (PPMI)
Heritage Rexall #7230	Pharmacy Practice Models Initiative (PPMI)
Rexall Outpatient Pharmacy 9802 – Royal Alexandra Hospital	Pharmacy Practice Models Initiative (PPMI)
Rexall Pharmacy #7227	Pharmacy Practice Models Initiative (PPMI)
Rexall Pharmacy #7228	Pharmacy Practice Models Initiative (PPMI)
Royal Pharmacy	Pharmacy Practice Models Initiative (PPMI)
Costco Wholesale Canada Ltd.	Pharmacy Software Conversion

Public Body	PIA Title
Long Term Care Facilities	
AgeCare	Implementation of InterRAI Clinic Assessment Tools MDS 2.0 for LTC utilizing PointClickCare Administration and Clinical Software provided by Wescom Solutions Inc.
Caritas Health Group – Covenant Health	VAX Operative Services Information System- Grey Nuns Hospital
	Paceart Workload Assessment Managment (WAM) Database
Chantelle Management Ltd.	Alberta Continuing Care Information System (ACCIS)
Lamont Health Care Centre	Rapid Read ECG Project
Custodians Pursuant to the Regulations	
Calgary Mosaic Primary Care Network (PCN)	Calgary Mosaic Primary Care Network – After Hours Clinic
CML HealthCare Inc.	Alberta Provincial Diagnostic Imaging IT Project
Med Access	Review of Med Access POSP VCUR 2008 & POSP VCUR 2008 ASP Solution
Regional Shared Health Information Program (RSHIP)	Netcare Integration- Meditech
WOLF Medical Systems	Amendment & Wolf Medical Systems and TELUS ASP Solution VCR 2008

For additional information regarding the above listed PIAs, please refer to the OIPC webpage at **www.oipc.ab.ca**.



www.oipc.ab.ca